

Mold inspection tracking spread sheet

Address:	Initial inspection Date:	Inspection Form
3145 Natarte	7/13/2011	20110728081603.pdf
5044 Waikulu	7/13/2011	20110728081623.pdf
5094 Bingham	6/15/2011	20110728081647.pdf
1625 Dryden	4/19/2011	20110728081827.pdf
3133 Natarte	8/3/2011	3133natarte.pdf
3136 Natarte	8/3/2011	3136natarte (2).pdf
1508 Opelu	8/8/2011	1508opelu.pdf
5041 Waikulu	8/9/2011	5041waikulu.pdf
3143 O'neal	8/16/2011	3143oneal.pdf
1609 Dryden	9/13/2011	1609dryden.pdf
5154 Waikulu	9/20/2011	5154waikulu.pdf
5108 Bingham	10/27/2011	5108 Bingham.pdf
1614 Marino	12/13/2011	1614 Marino.pdf
1617 Cain	12/29/2011	1617 Cain.pdf

[illegible][illegible]

6 mo. Follow up Form:

completion Date

Mold inspection tracking spread sheet

Address:	Initial inspection Date:	Inspection Form
4224 Hamehame	5/23/2011	20110728081431.pdf
4956 Brown	7/11/2011	20110728081457.pdf
2060 Anena	7/18/2011	20110728081542.pdf
1800 Harris	7/28/2011	1800harris.pdf
2082 Aheahea	6/28/2011	20110728081633.pdf
4192 Hanson	6/15/2011	20110728081714.pdf
4194 Hanson	6/29/2011	20110728081732.pdf
4195 Hamehame	5/27/2011	20110728081749.pdf
3006 Kuumuniu	4/18/2011	20110728081943.pdf
4228 Hamehame	4/15/2011	20110728082006.pdf
2027 Aheahea	8/3/2011	2027aheahea.pdf
4119 Kahakaha	8/17/2011	4119kahakaha.pdf
3014 Kinikini	8/18/2011	3014kinikini.pdf
2075 Anena	8/30/2011	2075anena.pdf
3016 Kinikini	8/18/2011	3016kinikini.pdf
2064 Anena	10/20/2011	2064 Anena.pdf
4188 Hamehame	10/25/2011	4188 Hamehame 1.pdf
4188 Hamehame	10/25/2011	4188 Hamehame 2.pdf
4200 Hanson	7/25/2011	4200 Hanson.pdf
2044 Anena	11/18/2011	2044 Anena.pdf
4115 Kahakaha	12/2/2011	4115 Kahakaha.pdf
2016 S Lawrence	12/20/2011	2016 S Lawrence.pdf
4188 Hanson	1/3/2012	4188 Hanson.pdf
4200 Hanson	7/25/2011	4200 Hanson.pdf
4060 Honohino	6/2/2011	4060 Honohino.pdf
4224 Hamehame	5/23/2011	20110728081234.pdf
4080 Hamaile	6/3/2011	20110728081254.pdf
4088 Hamaile	12/27/2011	4088 Hamaile.pdf

30 day follow up Date: **30 Day Follow up Form:** **6 mo. Follow up Date:**

30 Day Follow up Form: _____ **6 mo. Follow up Date:** _____

6 mo. Follow up Date:

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Address:	Initial inspection Date:	Inspection Form
6865 B Shimabukuru	4/19/2011	20110728081412.pdf
6621 A Cochran	8/5/2011	6621acochran.pdf
1782 B Meno	8/24/2011	1782bmeno.pdf
1714 A Dodson	8/12/2011	1714adodson.pdf
6602 B Cochran	9/2/2011	6602 B Cochran.pdf
6606 B Cochran	9/16/2011	6606 B Cochran.pdf
6612 A Cochran	9/20/2011	6612acochran.pdf
2709 B English	10/18/2011	2709benglish.pdf
6561 A Kekahuna	11/1/2011	6561 A Kekahuna Molc
6580 b Shimabukuro	12/1/2011	6580 B Shimabokuro.p
6626 B Dodson	12/1/2011	6626bdodson.pdf

30 day follow up Date:

30 Day Follow up Form:

5/24/2011
11/10/2011
11/10/2011
11/11/2011
11/11/2011
11/11/2011
11/10/2011
11/10/2011
1/4/2012

[1 Checklist.pdf](#)
[df](#)

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Address:	Initial inspection Date:	Inspection Form
6312 B Gier	6/2/2011	20110728081810.pdf
6312 B Gier	11/10/2011	6312 B Gier.pdf

30 day follow up Date:

1/4/2012

1/4/2012

30 Day Follow up Form:

6 mo. Follow up Date:

6 mo. Follow up Form:

completion Date

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Address:	Initial inspection Date:	Inspection Form
2614 A Bordelon	3/11/2011	20110728081313.pdf
2635 F Conner	7/15/2011	20110728081509.pdf
2614 A Bordelon	3/10/2011	20110728081853.pdf
2625 Bordelon	8/10/2011	2625 C Bordelon.pdf
2621 A Bordelon	5/27/2011	2621 A Bordelon.pdf
2680 C Daly	10/26/2011	2680 C Daly.pdf
2683 B Daly	11/1/2011	2683 B Daly.pdf

30 day follow up Date:

4/20/2011
8/24/2011
4/20/2011 Duplicate
10/27/2011
11/10/2011
12/1/2011
12/7/2011

30 Day Follow up Form:

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11/15/2011
11/15/2011

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30 Day Follow up Form:

6 mo. Follow up Date:

6 mo. Follow up Form:

completion Date

Mold inspection tracking spread sheet

Address:

Initial inspection Date:

Inspection Form

739 Anderson

4/12/2011

[20110728081920.pdf](#)

30 day follow up Date:

30 Day Follow up Form:

6 mo. Follow up Date:

Awaiting CM to complete evaluation & fixes

6 mo. Follow up Form:

completion Date

Mold inspection tracking spread sheet

Address:	Initial inspection Date:	Inspection Form
761 Anderson	1/19/2011	20110728082035.pdf
3784 Elm	1/26/2011	20110728082110.pdf
5331 Cedar	1/25/2011	20110728082133.pdf
3736 Elm	2/1/2011	20110728082205.pdf
7192 Birch	1/6/2011	20110728082236.pdf
7315 Birch	7/12/2011	20110728082303.pdf
7293 Birch	6/24/2010	20110728082342.pdf
5313 Cedar	8/20/2010	20110728082417.pdf
7365 Birch	8/23/2010	20110728082449.pdf
7192 Birch	1/6/2011	20110728082636.pdf
3784 Elm	1/26/2011	20110728082702.pdf
5331 Cedar	1/25/2011	5331 Cedar.pdf
3736 Elm	2/1/2011	3736 Elm.pdf
3747 Elm	9/8/2011	3747elm.pdf
1151 Acacia	12/14/2011	1151 Acacia.pdf

30 day follow up Date:

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Awaiting CM to complete evaluation & fixes

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6 mo. Follow up Form:

completion Date

Awaiting CI

VI to complete evaluation & fixes

MOLD OPERATIONS AND MAINTENANCE PLAN

***OHANA MILITARY COMMUNITIES, LLC
PUBLIC-PRIVATE VENTURE HOUSING - HAWAII***

Prepared for



***5173 Nimitz Road
Honolulu, Hawaii 96818***

September 30, 2015

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APPENDIX E	ADDENDUM TO RESIDENTIAL LEASE RELATED TO MOLD

1.0 INTRODUCTION

1.1 PURPOSE AND USE

The purpose of this Mold Operations and Maintenance Plan ("Plan") is to provide a plan for property managers and maintenance staff to prevent and address suspected mold and other fungal or microbial hazards in the leased premises and project subject to the Ground Lease.

As provided in the Lease, the Government shall not be responsible for any abatement, removal or containment of any Mold Condition in the Improvements irrespective of when such Mold Condition may have arisen. The Lessee shall be responsible for (i) the costs of abatement, removal and containment of any Mold Condition to the extent required by Environmental Laws or the "Mold Operations and Maintenance Plan" (ii) compliance with and implementation of the "Mold Operations and Maintenance Plan," and (iii) any claims or liability related to any Mold Condition. The term "Mold Condition" means the visual observation of suspected fungal growth (which includes Molds). Lessee shall be responsible for any claims or liability for injury to persons to the extent resulting from (i) Lessee's failure to abate, remove or contain a Mold Condition in the Improvements to the extent required by Environmental Laws or the Mold Management Plan, or (ii) the disturbance of a Mold Condition during the Term of this Agreement by the Lessee or any other person other than the Government or its agents, employees, contractors or subcontractors.

This Plan is based, in large part, on the publication *Mold Remediation in Schools and Commercial Buildings*, an industry standard published by the U.S. Environmental Protection Agency (EPA) and the New York City Department of Health's *Guidelines on Assessment and Remediation of Fungi in Indoor Environments*, which is also used widely in the industry. A link to the EPA and New York City documents and other EPA mold related publications is contained in Appendix A. A local guide by the Hawaii Department of Health is also provided in Appendix A on how to remove mold from your house. Links to the Center for Disease Control information, and other mold related information are contained in Appendix B.

All activities performed under this Plan shall be performed in accordance with Environmental Laws. "**Environmental Laws**" means any present or future federal, state, or local law, regulation, ordinance, code, plan, order, permit, grant, restriction, certification, or agreement issued, entered, promulgated or approved thereunder, relating to (a) the generation, manufacture, presence, release, discharge, use, storage, handling, transportation or disposal of Environmental Hazard, including the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) 42 U.S.C. § 9601, et seq., as amended and Solid Waste Disposal Act, 42 U.S.C. § 6901, et seq., as amended, (b) pollution, (c) environmental protection, (d) human health or occupational safety, (e) endangered or threatened species or (f) the environment.

To the extent this Plan is attached to the Ground Lease, this plan shall be followed by the Manager and Lessee. For the purpose of the Plan, the term "**Manager**" shall mean the Design-Builder under the Design-Build Agreement, and Construction Manager under the Construction Management Agreement, and Property Manager under the Property Management Agreement and "Lessee" under the Ground Lease. All conflicts between

this Plan and the Ground Lease shall be governed by the Ground Lease. The Manager will comply with requirements of this Plan.

Capitalized terms not otherwise defined herein shall have the meanings set forth in the Ground Lease, dated as of even date herewith, by and between the Lessee and the Department of the Navy (the Ground Lease).

This Plan covers the Leased Premises and Project.

1.2 SITE INFORMATION

This Plan covers the following Department of the Navy (Navy and Marine Corps) family housing communities in Hawaii on the islands of O'ahu and Kauai:

1.2.1 Navy Family Housing Communities

- | | |
|---------------------------------------|---|
| ▪ Halsey Terrace | ▪ Hokulani |
| ▪ McGrew Point | ▪ Moanalua Terrace |
| ▪ Radford Terrace | ▪ Catlin Park |
| ▪ Camp Stover (Wheeler AAF) | ▪ Maloelap |
| ▪ Doris Miller Park | ▪ Ford Island – Kamehameha Loop |
| ▪ Ford Island North (Battleship Cove) | ▪ Ford Island South (FI Landing) |
| ▪ Ford Island Nob Hill | ▪ Ford Island – Luke Field |
| ▪ Halawa | ▪ Hale Ali'i (Pearl Harbor) |
| ▪ Hale Moku | ▪ Hospital Point (Pearl Harbor) |
| ▪ Makalapa | ▪ Manana Navy (Pearl City) ¹ |
| ▪ Marine Barracks (Pearl Harbor) | ▪ NCTAMS (Hele Mai) |
| ▪ Pearl City Peninsula | ▪ Pearl City Peninsula (Pan Am) |
| ▪ PMRF (Barking Sands, Kauai) | |

Note: Community to be demolished except for two units

1.2.2 Marine Corps Family Housing Communities

- | | |
|---------------|-------------------|
| ▪ Camp Smith | ▪ Manana Marines |
| ▪ Hawaii Loa | ▪ Heleloa |
| ▪ Hana Like | ▪ Kapoho Hillside |
| ▪ Kaluapuni | ▪ Mokolea |
| ▪ Nani Ulupau | ▪ Pa Honua |
| ▪ Mololani | ▪ Mokapu Ct. |
| ▪ Ulupau | ▪ Waikulu |

1.3 MOLD AND OTHER MICROBIAL HAZARDS

Mold spores are a normal presence in outdoor and indoor air. When building materials have become moist or water-damaged due to excessive humidity, chronic leaks, condensation, water infiltration or flooding, mold may grow.

2.0 RESPONSIBILITIES

2.1 REGIONAL DIRECTOR OF FACILITIES AND MAINTENANCE

The Regional Director of Facilities and Maintenance (with assistance from Maintenance Managers or Maintenance Supervisors) at each location will be responsible for the implementation of this Plan.

The Regional Director of Facilities and Maintenance will facilitate forwarding of reports of suspected mold and appreciable water damage to the Corporate Office (Vice President of Engineering) at cell phone **(216) 678-0508) or via email** as soon as practicable.

The Site Environmental Coordinator will submit the Mold Incident Reports via email to the Corporate Vice President of Engineering and to the Corporate Environmental Program Manager Phone at (216) 333-4516.

The Site Environmental Coordinator and Maintenance Manager in consultation with the Regional Director of Facilities and Maintenance are responsible for implementing routine and emergency procedures as described in Section 4 of this Plan when mold is suspected and is responsible for procuring the services of a qualified mold remediation contractor as required.

The local Site Environmental Coordinator is responsible for maintaining records related to mold incidents and for providing the information to the Department of the Navy. Records for suspected mold incidents will be retained for the duration of the Ground Lease. The Site Environmental Coordinator will be responsible for maintaining a cumulative report of suspected mold incidents in electronic format.

2.2 MAINTENANCE AND OPERATIONS PERSONNEL

Ohana Military Communities, LLC (OMC) maintenance and operations personnel who discover suspected mold during their routine maintenance and operations activities will contact the Regional Director of Facilities and Maintenance to report suspected mold incidents and document any implemented and/or proposed actions (see Section 3.3 and 4) to address water damage and suspected mold.

3.0 MOLD MANAGEMENT

3.1 INSPECTION

Inspection of mold will be conducted during resident turnover and/or upon the report of suspect mold conditions by the resident(s). In general, maintenance personnel will check for the following as part of the mold inspection:

- Discolored patches or speckled growth on walls or ceilings
- Earthy or musty odor
- Water damage – underneath water-damaged surfaces or behind walls, ceiling

3.2 ASSESSMENT FOR MOLD REMEDIATION

If the mold problem is less than 10 square feet (SF) of affected area, it will be handled by mold-trained maintenance staff (see requirements in Section 5) in accordance with Section 4 of this plan. However, if the affected area is greater than 10 SF, a qualified mold contractor will be hired to remediate the mold.

3.3 ELEMENTS OF MOLD REMEDIATION

Elements of mold remediation generally include the following:

- Identify and eliminate sources of moisture
- Identify and assess the magnitude and area of mold contamination
- Clean and dry moldy areas (using personal protective equipment and containment as necessary)
- Properly dispose of all material that may have mold residues

3.4 MOLD PREVENTION

As part of the lease signing process, prospective residents will read and sign a mold addendum indicating that they understand their responsibilities for preventing the growth of mold in their leased unit. Ohana Military Communities, LLC may also provide literature on the prevention of mold (refer to Appendix A for a link to: *A Brief Guide to Mold, Moisture, and Your Home*).

4.0 MOLD POLICY, PROCEDURES AND FORMS

4.1 POLICY

The Property Manager's Maintenance Supervisor will immediately report **all** instances of known or suspected mold growth to the Corporate Director of Engineering [(216) 678-0508] and will complete and e-mail a "Mold Incident Report" and follow notification requirements on the form.

If the mold coverage is **less than 10 SF** and there are no complicating factors, the Corporate Vice President of Engineering or his designee will provide the appropriate health and safety equipment for trained on-site staff to perform the clean up (see staff training requirements in Section 5).

If there are complicating factors or the mold coverage is **greater than 10 SF**, a qualified contractor will be hired to conduct mold remediation.

For all instances in which mold becomes recurring issue in any housing unit, OMC will report the incident to the Department of the Navy for awareness purposes.

4.2 PREVENTATIVE AND CLEANUP PROCEDURES

The Property Manager's Maintenance Supervisor will be responsible for implementing the following preventative and cleanup procedures.

1. Practice preventive building maintenance to prevent conditions that favor mold growth. Refer to links in Appendices A and B for guidance.
2. Educate Property Manager personnel involved in lease signing in mold prevention. As part of the lease-signing process, residents must sign a mold addendum indicating that they understand their responsibilities for preventing mold growth and reporting requirements for suspected mold observed in their housing. Resident responsibilities concerning suspected mold growth are referenced in the Resident Handbook.

Within the first 30 days of employment (or prior to the first mold cleanup activity, whichever comes first), train Property Manager's maintenance and operations staff using the appropriate mold training module(s) (refer to Section 5). Document training (refer to Section 4.3 for mold training attendance documentation) and fax to the Business To Associate Development (BTAD) at (216) 928-0772.

3. Repeat training annually.
4. If materials become water damaged, prevent mold growth by drying materials **within 48 hours** whenever possible. Drying materials will only be allowed for damage caused by clean water. For cleaning of materials contaminated with "dirty" water (i.e. gray or black water), the Property Manager's Maintenance Supervisor will consult an industrial hygienist, a mold assessment or remediation professional, or a health and safety professional. EPA Table 1: Water Damage – Clean-up and Mold Prevention presented in Section 5.0 of this Plan provides guidelines for response to clean water damage within 24-48 hours to prevent mold growth. Use a moisture meter to diagnose extent of moisture intrusion and to confirm corrective action. Inspections will be performed by operations and maintenance personnel during routine resident turnover and other housing unit and building inspections, or if requested by the resident to ensure that preventive measures have been effective.
5. When a mold incident occurs, maintenance staff will document it on the "Mold Incident Report". E-mail a copy to the Corporate Vice President of Engineering or his designee and phone the Vice President Engineering or his designee and request a Mold Clean-Up Kit from the Maintenance Manager for projects that can be handled by on-site maintenance staff.
6. Assess conditions at the affected housing unit by conducting the following:
 - Determine what moisture conditions enabled the mold to grow and fix the problem. If the cause is not addressed, the mold growth is likely to recur after clean up.
 - Vacate residents from the immediate work area. If persons in adjacent

areas have respiratory problems, allergies, or are immune-suppressed, also vacate them while work is in progress.

- Turn off air flow from the contaminated space to confine mold spores and debris to the work area.
- Wear appropriate personal protection equipment (PPE) specified in the procedure in Section 5. For mold clean-ups under 10 SF, USEPA guidelines recommend using a N95 or N100 respirator. A disposable N-95 or N-100 filtering face piece respirator can be provided upon request for use by property personnel to perform mold clean-ups under 10 SF. The use of disposable coveralls is optional for mold clean-up of 10 SF or less.
- A containment barrier is not required for small jobs, but may be constructed from polyethylene sheeting if the Maintenance Supervisor determines that this additional precaution is warranted.
- To minimize the release of spores and dust during work, mist but do not soak the contaminated surface.

7. Clean the affected area by conducting the following:

- Determine if the surface can be thoroughly cleaned. Mold-contaminated ceiling tiles, insulation, wallboard, sheetrock, and cellulose or fiberglass insulation are porous materials that usually should be discarded and replaced. Carpeting and backing should usually be replaced. See links to EPA Guidelines in Appendix A for further details. If a material is questionable, the Maintenance Manager and Regional Director of Maintenance and Engineering will consult the Corporate Vice President of Engineering or his designee.
- Package all mold-damaged materials in plastic bags or plastic sheeting and dispose of properly. If the affected building was constructed prior to 1981 and is presumed to contain asbestos, an asbestos remediation contractor may need to be hired to handle the asbestos. Pre-1978 construction has the potential to contain lead based paint (LBP) and a LBP contractor may need to be hired to perform work in relation to materials containing LBP. Consult the LBP and Asbestos Management Plans for more information.
- For **hard, smooth surfaces such as plastic, metal, ceramic tile, vinyl and linoleum**, scrub the affected surface using hot water and a mild, non-ammonia detergent. Rinse, then wipe dry. Use of bleach is discouraged except where needed as a disinfectant. If good outdoor ventilation is available, a solution of 1-1/2 cup household bleach in one gallon of water can be applied to the cleaned surface. Never use full strength chlorine bleach (which is actually less effective but more hazardous than diluted bleach) and never mix ammonia with bleach; the toxic fumes are themselves a health hazard. Bleach may harm some surfaces.
- For **wood surfaces**, scrub with wood floor cleaner, rinse, and dry.
- For **carpeting with slight, localized damage**, wet vacuum or steam clean and dry within 48 hours.

- For concrete or cinder block, use a stiff brush to work detergent into solution below the surface. Extract with a wet vacuum and accelerate drying as needed.
- 8. After the surface has been cleaned, dry the clean surface as quickly and thoroughly as possible. If the surface is porous, use a water extraction vacuum, a dehumidifier, or fans as necessary to accelerate drying. Final clean with a high efficiency particulate air (HEPA) vacuum.
- 9. Seal trash and disposable personal protective equipment in plastic for disposal before leaving the work area.
- 10. Following completion of mold remediation in a housing unit, issue a follow-up letter (refer to Section 4.3 for form letter) to the resident to include tips on mold prevention. File a copy of the letter in the resident's file.
- 11. Conduct a follow-up inspection of the affected housing unit 30 days and 180 days after the cleanup and document the inspection on the Mold Incident Report to complete the report. Fax or e-mail the completed report to the Engineering Department. Retain a copy in RM files.

4.3 MOLD RELATED FORMS

The Regional Director of Facilities and Maintenance, Maintenance Manager and Site Environmental Coordinator will be responsible for completing the following forms and letter for reporting mold incidents, follow-up with affected resident, and documenting staff training.

MOLD INCIDENT REPORT

FILLED OUT BY MAINTENANCE SUPERVISOR ☐ OR SITE ENVIRONMENTAL COORD ☐

Property Name (address/neighborhood) _____

Person who discovered/reported mold _____ Date _____

Describe where the mold was found (which apt. unit, floor & building) and the surfaces on which it is growing: _____

Probable source of moisture that led to mold growth _____

Health effects reported? ☐ Yes ☐ No Musty, moldy odor? ☐ Yes ☐ No Clean-Up Kit requested? ☐ Yes ☐ No
(Check only if less than 10 sq. ft. of mold)
Visible mold? ☐ Yes ☐ No Mold area more than 10 sq. ft.? ☐ Yes ☐ No

NOTIFICATIONS. E-mail the same day the mold incident was reported.

Reg Dir Facil & Maint ☐ Yes, Date: _____ First contact (808) 839-4257.

Fax (808) 839-9495 (Dispatch)

Corp VP of Engineering ☐ Yes, date: _____ Always required. Also call cell phone (216) 678-0508.

Fax (216) 263-4802

Loss Prevention ☐ Yes, date: _____ ☐ No Required if health effects reported. Also fax the Loss Prevention Liability Report form to Loss Prevention
Fax (216) 416-3648

Regional Mgr. ☐ Yes, date: _____ ☐ No Required if health effects reported or if over 10 sq. ft.

Other: _____

RESPONSE. Fill in the following sections as work is completed.

Date the probable cause of the moisture was corrected: _____

REMEDATION (CLEAN-UP) ACTION TAKEN	DATE

Date remediation completed _____ ☐ 30-day & 6-month follow-up inspection dates have been entered in Corrigio.

FOLLOW-UP. Fax to Engineering after all inspections have been completed.

☐ A follow-up letter of work completed was sent to resident(s) on _____ ☐ N/A

☐ 30-day follow-up inspection completed _____ 6-month follow-up inspection completed _____

Keep original in the Maintenance File. When follow-up inspections are complete and e-mail a copy of this form to Engineering at MichaelEddy@forestcity.net.

EXAMPLE FOLLOW-UP LETTER

Date: _____

Resident Name
Street Address
City and State
Apt. #

Dear _____:

Action has been taken to clean up the mold in your home. We have _____. We hope all your concerns have been addressed. If not, please contact our Management Office.

To the best of our knowledge, the condition(s) that led to the mold growth was _____.

Your health is important to us and we strive to provide a quality environment for our residents and staff. By working together, we can minimize the likelihood of a future mold or mildew problem in your home. We hope you will find the attached *Tips for Preventing Mold and Mildew* to be helpful.

We will be contacting you regarding follow-up inspections to ensure that mold growth in your home has not recurred. If you notice any musty odors or see mold growth before the follow-up inspection, please call us promptly. Thank you for your continued cooperation.

Sincerely,

Property Manager

Enclosure: *Tips for Preventing Mold and Mildew*

cc: On-site Maintenance File

5.0 MOLD/MILDEW TRAINING

5.1 PERSONNEL TRAINING

Maintenance and operations personnel will be trained in the recognition and cleanup of suspected mold. New employees will be trained within their first 30 days of employment or prior to their first mold clean-up project, whichever comes first, and will attend refresher training annually. All onsite maintenance and operations personnel will be provided **Mold and Mildew Awareness Training** as detailed below. In addition to the awareness training, the Maintenance Supervisor, maintenance, custodial, and housekeeping staff (or anyone likely to do hands-on cleanup of mold) will be trained in **Mold Clean-Up Procedures** detailed below and will become familiar with Section 4 of this Plan. The Property Manager and Maintenance Supervisors will review and become familiar with this Plan, including all appendices and references materials, and will ensure that training records are kept up to date.

5.2 TRAINING

The Mold and Mildew Awareness Training module (below) will be reviewed by all onsite staff within 30 days of their employment, or prior to their first mold clean-up project, whichever comes first, and annually thereafter. BTAD will distribute an annual memorandum regarding mold training similar to the following.



Memorandum – Mold Training

To: All Property Managers

From: FCRM Business to Associate Development
(BTAD)

Re: Mold Awareness Training

Property Managers and Maintenance Supervisors will schedule team training for on-site associates to be administered. All completed Acknowledgements and/or Assessments are due to corporate annually in **December of each year**.

Steps for conducting the annual Mold Awareness Training, led by the Maintenance Supervisor (or Property Manager if Maintenance Supervisor position is vacant):

1. **Read** this memo entirely before beginning.
2. **ALL associates** are required to complete Mold Awareness Training by either reading or listening to someone read "Mold Awareness Training".
3. **Maintenance Supervisor, Maintenance, Custodial, and Housekeeping are required to continue with training of Clean-Up Procedures** by completing Step 2, reading or listening to someone read "Training in Mold Clean-Up Procedures", **AND** Mold Policy 14.500 Procedures 8 – 13. This is for anyone likely to do hands-on clean-up of mold.
4. **Property Managers, Maintenance Supervisors, and Security Directors are required to complete supervisory training** by completing step 2 (and step 3 for Maintenance Supervisors), reading the entire Mold Policy 14.500 and its attachments, reviewing and becoming familiar with the contents of the Mold O&M Manual, **AND** ensuring that training records are current. If you do not have an O&M Manual, contact the Engineering Dept.
5. **Print** copies of the current Mold Training Acknowledgement and Assessment and administer to ALL associates.
6. **All Administrative, Leasing/Relocation, amenity-related associates, and Security Guards** must complete a Mold Training Acknowledgement (top portion). This is the minimum requirement for these positions if they are not completing an assessment.
7. **Property Managers, Maintenance Supervisors, Security Directors, Maintenance, Custodial, and Housekeeping** must complete a Mold Training Acknowledgement (top portion) **AND** Assessment (bottom portion).
8. **Verify** all Acknowledgments and Assessments are signed and filled out completely. Please make sure names are legible.
9. **Scan/e-mail or fax** completed Acknowledgements/Assessments and names of any associates not trained due to STD or other leave to Becca Martello in December each year for grading and recording. Do not grade copies on-site. Once these are graded and recorded, copies of all Assessments will be returned to the Property Manager.
10. **File** original Acknowledgements and Assessments in the "Training" section of your Mold O&M Manual.

11. **Review** Assessments when returned. Discuss any incorrect answers with associates. A minimum score of 12 must be achieved. If an associate scores below 12, the Property Manager will be notified and the associate will be required to retake and resend the Assessment. Place graded assessments in the "Training" section of Mold O&M Manual. Once the graded assessment copies are filed, original assessments may be discarded.
12. **Replace** any Assessment that was retaken and passed with the original in the "Training" section of the Mold O&M Manual.
13. **Contact** Becca Martello with any questions.
14. **Result:** Each required associate will understand all training material content and be able to perform related functions according to policy.

REQUIRED ASSOCIATES INCLUDE: Property/General Manager, Maintenance Supervisor, Operations Manager, Maintenance Tech, Custodian, Housekeeping, and Security Director.

ALL OTHER ASSOCIATES (Administrative, Leasing/Relocation, amenity-related associates, and Security Guards) are not required to take the Assessment, BUT must complete the top portion (Acknowledgement) showing they read or listened to someone read "Mold Awareness Training".

****A completed document is required for EVERY associate – either a Mold Training Acknowledgement (top portion) OR Assessment (with Acknowledgement portion completely filled out).**

Note: New employees should be trained within the first month of employment as per FCRMI policy. The new associates would then participate in the next round of annual training with the intent that everyone receives training annually (roughly every 12 months).

Attachments to this e-mail:

Mold Awareness Training

Training in Mold Clean-Up Procedures

Mold Training Acknowledgement and Assessment (one page)

FCRMI Mold and Mold Training Policy, 14.500 (revised 12/08)

MOLD & MILDEW

AWARENESS TRAINING

Awareness training for all on-site staff

WHY THE TRAINING PROGRAM?

Every set of eyes is needed to watch for water damage and mold growth. Every hour counts when it comes to preventing mold from growing. If mold already has a foothold, it's important to report it to the Maintenance Supervisor, who can take appropriate action before a small problem becomes a large problem.

WHAT IS MOLD?

Molds are non-green plants that can grow without sunlight and they are present throughout the environment. Along with mildew, mushrooms, and yeast, molds are classified as fungi. Over 60,000 species of mold have been identified.

Outdoors, molds play a vital role in breaking down leaves, wood, and plant debris into fertile soil. Because molds grow by digesting organic material, they gradually destroy whatever they grow on. Indoors, molds can damage or destroy building materials and impair the health of building occupants in the process.

Molds reproduce by releasing spores which are microscopic in size. There are some mold spores in the air all the time, both indoors and outdoors. When mold grows indoors, air currents and the HVAC system can carry spores great distances. With adequate moisture and a nutrient source, spores of many species can germinate and begin to grow into mold plants within 48 hours. All molds need water to begin growing, so controlling moisture is the key to controlling mold. Spores which land in a dry location may lie dormant for many years, but can become activated if exposed to moisture.

Molds have root-like structures that can penetrate deep into porous materials. This complicates clean-up efforts because mold growth could recur even after surface growth has been scrubbed away and even if a disinfectant such as bleach has been used. Follow-up inspections are important to check for renewed growth.

HEALTH EFFECTS

Research on health effects is ongoing. Not all molds are considered harmful, but some common molds have been linked to allergic reactions and more serious illnesses, so it is a good idea to eliminate all mold growth from the indoor environment. Some people are more sensitive to mold exposure than others. The most susceptible individuals:

- ♦ Have existing respiratory conditions such as allergies, asthma, or chemical sensitivities.
- ♦ Have weakened immune systems due to HIV infection, chemotherapy, transplant surgery, etc.
- ♦ Are infants, babies, young children, or the elderly.

It is important to note that both dead and living mold can produce allergic and even toxic reactions in sensitive individuals. It is not enough to kill mold; it must be cleaned up. Dead spores can carry allergens just as effectively as viable (living) spores and are easily dispersed when a mold plant is dry or dead.

Health effects are the result of exposure by skin contact, by breathing in mold spores or fragments of mold plants, or by eating moldy food. Typical allergenic symptoms resulting from airborne mold exposure (either alone or in combination) are:

- ♦ Respiratory problems such as wheezing, difficulty breathing, and shortness of breath.
- ♦ Nasal and sinus congestion.
- ♦ Eye irritation (burning, watery, or reddened eyes).
- ♦ Dry, hacking cough.
- ♦ Nose or throat irritation.

The above symptoms could also be due to allergies triggered by pollen, pet dander, dust mites, or any number of other allergens. They do not “prove” mold exposure.

Some mold plants can cause skin rashes or skin irritation if they are touched. Moldy food should be discarded.

Mold-related illness due to indoor sources can best be “treated” by cleaning up the mold and eliminating its moisture source so new growth does not occur.

EVALUATING A MOLD PROBLEM

Small amounts of growth on nonporous surfaces in bathroom showers can and should be cleaned up by residents using household products designed for the purpose. This should be a part of routine housekeeping. Although such growth can be black and slimy, it typically feeds on soap residue and is not likely to be the “toxic black mold” that have been reported in the media.

Stachybotrys (stack-ee-botch-us), otherwise known as “toxic black mold,” feeds on cellulose (wood or paper-based) products that have stayed wet for a week or longer. When it is found indoors, it will most often be growing on wet wallboard or on ceiling tiles. If Stachybotrys is found growing inside a building, it indicates that a moisture problem was not corrected quickly and materials were not dried within the first 48 hours. At least one species of Stachybotrys can produce mycotoxins which can cause severe allergic reactions and possibly more serious health effects as well. Scientists continue to research possible links to serious illnesses, but at the present time, there are many conflicting reports and no conclusive answers.

On-site staff does not have to be concerned with identifying types of mold. That is not the responsibility of maintenance personnel. If any kind of mold is found growing indoors, it needs to be approached with caution and cleaned up by either on-site maintenance personnel or qualified contractors as designated in this Plan. Trained on-site staff wearing protective equipment can safely handle small projects. Professionals will be called in to handle large or complicated projects. If mold growth is discovered by maintenance staff, they are not to touch or disturb the mold in any way. Disturbing the mold could release spores into the air which could be inhaled. Instead, report the mold to the Maintenance Supervisor immediately

When a mold problem is reported by a resident or is discovered by staff, the Maintenance Supervisor should call/notify the Maintenance Manager who will notify the Regional Director of Facilities and Maintenance and Site Environmental Coordinator. The Regional Director of Facilities and Maintenance and/or Site Environmental Coordinator will in turn notify the Corporate Vice President of Engineering or his designee at the Corporate office as soon as practicable. A Mold Incident Report will need to be filled out and submitted via e-mail.

The Regional Director of Facilities and Maintenance, in consultation with the Corporate Vice President of Engineering or his designee will decide if the project should be handled by on-site staff. A Mold Clean-Up Kit containing protective equipment as needed for the project, such as a disposable respirator (if requested), goggles, gloves, and coveralls (optional) will be used. Cleaning supplies should already be on hand at the property maintenance warehouse.

If hidden mold growth is known or suspected, the Maintenance Supervisor should not attempt to conduct an investigation unless authorized to do so by the Regional Director of Facilities and Maintenance in consultation with the Corporate Vice President of Engineering or his designee. (Note: The Site Environmental Coordinator can direct or conduct this type of investigation.) Personal protective equipment prescribed in accordance with the training may need to be worn and precautions must be taken to contain an anticipated spore release when mold is disturbed as wall or floor cavities are opened. A professional may need to be hired.

WHAT TO REPORT TO THE MAINTENANCE SUPERVISOR:

Report Water Damage

- ♦ Report water damage immediately! If materials are dried within 48 hours, mold growth can probably be prevented. It's important to respond quickly to leaks, overflows, and flooding.

Report Visible Mold Growth

- ♦ There are many different kinds of mold. Mold can look cottony, slimy, leathery, granular, velvety, or sooty. Color, shape, and pattern may vary according to nutrient source and growing conditions as well as the type of mold. Circular patterns are common. Often several kinds of mold will grow on the same surface. If it looks like mold, report it.

Report Moldy Odors

- ♦ Most molds have an unpleasant musty or earthy odor. Mold growing in a hidden location may have an odor even if not readily visible.

Report Signs of Hidden Mold

- ♦ Discoloration or staining on a surface could be a sign that mold is growing behind it.
- ♦ Bulging surfaces could indicate moisture intrusion and hidden mold growth.
- ♦ Standing water near an outside air intake could be a clue to moisture or mold in the HVAC system. Slimy or foamy water in drip pans of air handling or air conditioning units can also be a sign of a mold problem.

Report Conditions That Could Favor Mold Growth, such as:

- ♦ High humidity and lack of air circulation in part of the building.
- ♦ A wet foundation.

- ♦ Landscaping mulch piled too high against the building.
- ♦ Broken sprinkler heads.

Report Health Complaints

- ♦ If a resident or staff member complains of health problems and thinks the symptoms are due to mold exposure in the building, report the complaint to the Maintenance Supervisor.

COMMON PLACES FOR MOLD TO GROW

- ♦ Any location where there has been a spill, leak, or water damage, especially if the area had been wet for over 48 hours.
- ♦ Areas where there has been an overflow from tubs, sinks, or toilets.
- ♦ Surfaces with water condensation or exposed to high humidity.
- ♦ Pipe chases and utility tunnels (due to leaking or condensing pipes).
- ♦ Wet or dirty insulation in ductwork.
- ♦ Basements, crawl spaces, and lower rooms.
- ♦ Window frames and outside walls.
- ♦ Carpets and carpet backing, (especially dirty carpeting).
- ♦ Ceiling tiles (especially top surface), and roofing materials above ceiling tiles.
- ♦ Any moisture-damaged paper or wood products.
- ♦ Behind bubbling paint or stained/peeling wallpaper or sheetrock.
- ♦ Overwatered indoor plants and areas of exposed soil.

Mold Clean-Up Procedure

Training for Small Projects

(less than 10 SF)

For on-site Maintenance, Custodial, and Housekeeping staff

EQUIPMENT

Keep the following supplies on hand for a mold emergency:

- Moisture Meter (to help diagnose the extent of a problem and to ensure that all materials dry following clean-up)
- 6-mil polyethylene sheeting (to build mini-enclosures, or to wrap damaged building materials for disposal)
- Heavy plastic disposal bags
- Duct tape
- Mild detergent
- Disposable scrub brushes, sponges, and cloths
- Plastic spray bottles for misting mold to keep it damp
- Household bleach (optional)

OTHER HELPFUL EQUIPMENT

- Wet vac
- HEPA vac (have on site or know where to rent). The filters in HEPA vacs are designed to trap extremely small particles like mold spores. Do not use a non-HEPA vac for mold clean-up.
- Blowers, fans (have on site or know where to rent)
- Dehumidifiers (have on site or know where to rent)

PROCEDURES

- The Site Environmental Coordinator will complete a Mold Incident Report and email to the Regional Director of Facilities and Maintenance, Maintenance Manager and Corporate Vice President of Engineering and his designee.
 - Call or contact the Maintenance Manager to obtain the appropriate health and safety equipment. a Mold clean-up supplies containing personal protective equipment (PPE) including goggles, gloves, and protective coveralls (if needed) are available. For mold clean-ups under 10 SF USEPA guidelines recommend using a N-95 or N-100 respirator. A disposable N-95 or N-100 filtering face piece respirator can be provided upon request for use by property personnel to perform mold clean-ups under 10 square feet. **Note:** the required use of a dust mask/disposable paper type respirator such as the N-95 will trigger compliance measures per the federal Respiratory Protection standard (1910.134) including a written respiratory protection program with work site specific procedures and medical evaluation of employees. For employees requesting a disposable N-95 or N-100 filtering facepiece respirator when not required under the OSHA Standard, Appendix D to Sec. 1910.134 (Mandatory) Information must be provided along with a copy of the disposable respirator instructions.
- Plan the work and decide what clean-up methods will be used. See Mold Policy 14.500 and EPA Table 2 for detailed guidance.

- Assemble equipment needed for the project.
- Notify and evacuate resident(s) from the work area.
- Turn off or block airflow that could carry spores outside the work area. For small projects, it is not usually necessary to construct containment barriers.
- Put on goggles, gloves, and coveralls as needed. If choosing to wear the above-referenced disposable respirator, then put it on.
- Using a spray bottle, mist (but do not soak) visible mold. This keeps some of the mold from becoming airborne.
- Proceed with mold clean-up (remediation).
- HEPA vacuum as a final clean-up step. Do a final wipe-down with a damp cloth if HEPA vac not available.
- Before leaving the work area, carefully remove and dispose of PPE. Seal contaminated materials in a plastic bag or plastic sheeting.
- Remove any protective barriers or signs and restore normal air flow.

EPA Table 1: Water Damage – Cleanup and Mold Prevention	
Guidelines for Response to Clean Water Damage within 24-48 Hours to Prevent Mold Growth	
Water-Damaged Material	Actions
Books and papers	<ul style="list-style-type: none"> • For non-valuable items, discard books and papers. • Photocopy valuable/important items, discard originals. • Freeze (in frost-free freezer or meat locker) or freeze-dry.
Carpet and backing – dry within 24-48 hours	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Reduce ambient humidity levels with dehumidifier. • Accelerate drying process with fans.
Ceiling tiles	<ul style="list-style-type: none"> • Discard and replace.
Cellulose insulation	<ul style="list-style-type: none"> • Discard and replace.
Concrete or cinder block surfaces	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters.
Fiberglass insulation	<ul style="list-style-type: none"> • Discard and replace.
Hard surface, porous flooring* (Linoleum, ceramic tile, vinyl)	<ul style="list-style-type: none"> • Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary. • Check to make sure underflooring is dry; dry underflooring if necessary.
Non-porous, hard surfaces (Plastics, metals)	<ul style="list-style-type: none"> • Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary.
Upholstered furniture	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters. • May be difficult to completely dry within 48 hours. If the piece is valuable, a restoration/water damage professional who specializes in furniture may be consulted.
Wallboard (Drywall and gypsum board)	<ul style="list-style-type: none"> • May be dried in place if there is no obvious swelling and the seams are intact. If not, remove, discard, and replace. • Ventilate the wall cavity, if possible.
Window drapes	<ul style="list-style-type: none"> • Follow laundering or cleaning instructions recommended by the manufacturer.

Wood surfaces	<ul style="list-style-type: none"> Remove moisture immediately and use dehumidifiers, gentle heat, and fans for drying. (Use caution when applying heat to hardwood floors.) Treated or finished wood surfaces may be cleaned with mild detergent and clean water and allowed to dry. Wet paneling should be pried away from wall for drying.
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Table 2: U.S. EPA Guidelines for Remediating Building Materials with Mold Growth Caused by Clean Water*			
SMALL - Total Surface Area Affected Less Than 10 square feet			
Material or Furnishing Affected	Cleanup Methods†	Personal Protective Equipment	Containment
Books and papers	3	Minimum: N-95 or N-100 respirator (disposable dust mask), gloves, and goggles	None required
Carpet and backing	1, 3		
Concrete or cinder block	1, 3		
Hard surface, porous flooring (linoleum, ceramic tile, vinyl)	1, 2, 3		
Non-porous, hard surfaces (plastics, metals)	1, 2, 3		
Upholstered furniture & drapes	1, 3		
Wallboard (drywall and gypsum board)	3		
Wood surfaces	1, 2, 3		

Cleanup Methods (see Table 2):

- Method 1:** Wet vacuum (in the case of porous materials, some mold spores/fragments will remain in the material but will not grow if the material is completely dried). Steam cleaning may be an alternative for carpets and some upholstered furniture.
- Method 2:** Damp-wipe surfaces with plain water or with water and detergent solution (except wood —use wood floor cleaner); scrub as needed.
- Method 3:** High-efficiency particulate air (HEPA) vacuum after the material has been thoroughly dried. Dispose of the contents of the HEPA vacuum in well-sealed plastic bags. **DO NOT USE A REGULAR VACUUM CLEANER! ONLY A HEPA FILTER IS CAPABLE OF TRAPPING MOLD SPORES.** If a HEPA vacuum is not available, do not use Method 3.
- Method 4:** Discard/remove water-damaged materials and seal in plastic bags. Dispose of as normal waste. HEPA vacuum area after it is dried.

Personal Protective Equipment (PPE)

- Less than 10 sq. ft.:** Gloves and goggles. Disposable N-95 or N-100 filtering face piece respirator available upon request; usage is on a voluntary basis. Coveralls (disposable) are optional on an as needed basis.

MOLD
2009 TRAINING ACKNOWLEDGEMENT AND ASSESSMENT

ACKNOWLEDGEMENT:

Print Name	_____	Community	_____
Sign Name	_____	Position	_____
Date Trained	_____	Trained By	_____

ASSESSMENT:

- Circle One
- | | | | | | |
|----|-------------|--------------|---|---|---|
| 1 | True | False | I am prohibited from hiring a mold remediation contractor without obtaining pre-approval from Engineering and my manager. | | |
| 2 | True | False | It is okay for me to replace drywall for mold cleanup before repairing the moisture source. | | |
| 3 | True | False | To prevent mold within 48 hours of a flood, I can pull back the carpet and use dehumidifiers. | | |
| 4 | True | False | When investigating a mold complaint, it is not important for me to ask the resident if he has repeatedly wiped/cleaned mold from the area over a period of time. | | |
| 5 | True | False | Water, tainted with sewage, ruptured from plumbing fixtures can be handled in the same manner as a ruptured drinking water line. | | |
| 6 | True | False | If I delay responding to/addressing excessive moisture, the mold growth will likely expand. | | |
| 7 | True | False | Elevated and extremely excessive humidity can, over time, cause just as much mold growth as water damage. | | |
| 8 | True | False | A mild, non-ammonia liquid dishwashing or other surfactant detergent mixed with warm water is best for cleaning off mold surfaces. | | |
| 9 | True | False | Use of chlorine bleach (in any form) is discouraged because it is a hazardous substance, except when needed for disinfectant or with detergent to remove stains caused by mold. | | |
| 10 | A | B | C | Select the best approach to this scenario: You respond to a service request for suspected mold/mildew. You observe black splotchy spots on the exterior walls of the living room and bedroom. You take several digital pictures. The resident informs you that her son has asthma and has not been feeling well lately.
A. Tell her you will have a consultant perform mold testing and provide her with the results.
B. Relocate them to a hospitality suite until a consultant can perform mold testing.
C. Report your observations, conversation, and photos to Engineering and your regional or general manager. A plan of action will be determined. | |
| 11 | A | B | C | Select the best approach to this scenario: While in a garden-level apartment home or basement of a military home during the summer, you observe a clammy feeling in the air and condensation on the windows.
A. Report your observations to Engineering and suggest that a dehumidifier be installed to decrease the humidity pending investigation of the moisture source.
B. Report your observations to Engineering and suggest that a humidifier be installed to maintain the humidity pending investigation of the moisture source.
C. Check to see if an air cleaner is in use within the home. | |
| 12 | A | B | C | Select the best approach to this scenario: You respond to a service request for a broken bedroom door lock. You observe what you believe to be black mold on the bedroom wall measuring 6 inches by 2 feet.
A. Take digital pictures, contact a contractor for remediation, and schedule the work to be completed within 7 days.
B. Cut out the affected drywall, replace it with new, and paint it within 48 hours.
C. Remove the mold with a paper towel, assess the moisture level by using a moisture meter, take digital pictures, and complete the Mold Incident Report. Submit everything to Engineering and your regional or general manager. | |
| 13 | 1 | 1.2 | 2 | 3 | For the above scenario, what is the square footage of the affected drywall? |
| 14 | True | False | I have read and will adhere to our Mold policy and know where our Mold O&M Manual is. | | |

Mold training and a minimum assessment score of 12 are required. Scoring is done in Cleveland.

Scan and e-mail completed assessments to beccamartello@forestcity.net.
Or fax to Becca at 216.928.0772.

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- F. FMNH9.000A – Move In/Move Out Unit Inspection and Inventory Report (Military)
- G. FMNH14.100A Annual Inspection Report (Military)
- 3. Practice preventive building maintenance to prevent conditions that favor mold growth.
- 4. Educate residents in mold prevention:
 - A. Conventional and FAH: Give each household a copy of *Tips for Preventing Mold and Mildew* (F14.500B) and have an adult household member sign the *Mold Tip Sheet Acknowledgment Form* (F14.500E). Give F14.500B and F14.500E to new residents at move-in. Insert signed and dated *Mold Tip Sheet Acknowledgment Form* in resident file as proof of notification.
 - B. Military: Each household will execute a Mold Addendum containing information about the prevention and reporting of mold at move in.
- 5. *Mold Awareness* training is facilitated by the Maintenance Supervisor. All required employees will receive *Awareness* training within their first 30 days of employment (or prior to the first mold clean-up project, whichever comes first) and annually thereafter. Business to Associate Development (BTAD) in partnership with Engineering furnishes an assessment to be administered as part of the training. The following employees are required to take the *Awareness* training and/or complete the assessment or Acknowledgement form:
 - A. Assessment and Acknowledgement: Managers, Maintenance Supervisors, Maintenance employees, Custodians, Groundskeepers, Dispatchers, and Security Directors.
 - B. Acknowledgement ONLY: Administrative, Leasing/Relocation, and amenity-related employees and Security Guards.
 - C. Assessment and Acknowledgement: Regional Managers during their first three months of employment.
- 6. *Mold Clean-Up Procedures* training is facilitated by the Maintenance Supervisor. All required employees will receive *Clean-Up* training within their first 30 days of employment (or prior to the first mold clean-up project, whichever comes first) and annually thereafter. The following employees are required to take the *Clean-Up* training:
 - A. Managers, Maintenance Supervisors, Maintenance employees, Custodians, Groundskeepers, Dispatchers, and Security Directors.

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- B. Regional Managers during their first three months of employment.
7. Trained employees are permitted to clean up small areas/less than 10 square feet of mold where the moisture source was clean water. However, employees with allergies, asthma, or other respiratory problems should not engage in mold clean-up activities.
8. Maintenance Supervisor: when a mold incident occurs, document it on the Mold Incident Report (F14.500A) or equivalent designated within the Mold O&M Manual. Submit a copy and call the Vice President of Engineering and Environmental Specialist. Request a Mold Clean-Up Kit for projects that can be handled by employees.
- A. Determine what moisture conditions enabled the mold to grow and fix the problem. If the cause is not addressed, the mold growth is likely to recur after clean up.
- B. Vacate residents from the immediate work area. If persons in adjacent areas have respiratory problems, allergies, or are immune-suppressed, also vacate them while work is in progress.
- C. Turn off air flow from the contaminated space to confine mold spores and debris to the work area.
- D. Wear personal protection equipment (PPE) including waterproof gloves and goggles. For mold clean-ups under 10 square feet USEPA guidelines recommend using a N95 or N100 respirator. A disposable N-95 or N-100 filtering facepiece respirator can be provided upon request for use by employees to perform mold clean-ups of less than 10 square feet. The use of disposable coveralls is optional for mold clean-up of less than 10 square feet.
- E. A containment barrier is not required for small jobs, but may be constructed from polyethylene sheeting if the Maintenance Supervisor, Vice President of Engineering and/or Environmental Specialist determines that this additional precaution is warranted.
- F. To minimize the release of spores and dust during work, the contaminated surface may be misted with soapy water but not soaked or covered with plastic sheeting prior removal as directed by Vice President of Engineering or Environmental Specialist.
9. **CLEAN-UP PROCEDURES:** Determine if the surface can be thoroughly cleaned. Mold-contaminated ceiling tiles, insulation, wallboard, sheetrock, and cellulose or fiberglass insulation are porous materials that usually should be discarded and replaced. Carpeting and backing should usually be replaced. See EPA Guidelines for further details. Prior to removal of moldy materials consult the Vice President of Engineering or Environment Specialist. Dispose of all mold-damaged materials in the community's dumpster after sealing them in plastic bags or plastic sheeting. Note: If your community was constructed prior to 1981 and is presumed to contain asbestos in the above materials, an asbestos remediation contractor may need to be hired to handle the project.

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- A. **HARD, SMOOTH SURFACES** such as plastic, metal, ceramic tile, vinyl, & linoleum. Scrub using warm water and a mild, non-ammonia detergent. Rinse, then wipe dry.
- Use of bleach is discouraged except where needed as a disinfectant. If good outdoor ventilation is available, a solution of 1-1/2 cup household bleach in one gallon of water can be applied to the *cleaned* surface. **Never use full strength chlorine bleach** (which is actually less effective but more hazardous than diluted bleach). **Never mix ammonia with bleach** as the toxic fumes are themselves a health hazard. Bleach may harm some surfaces.
- B. **WOOD.** Scrub with wood floor cleaner, rinse, and dry.
- C. **CARPETING with slight, localized damage.** Wet vacuum or steam clean and dry within 48 hours. Pull corners of carpeting back and use fans/dehumidifiers to facilitate drying.
- D. **CONCRETE OR CINDER BLOCK.** Use a stiff brush to work detergent solution below the surface. Extract with a wet vac. Accelerate drying as needed.
10. After the surface has been cleaned, dry it as quickly and thoroughly as possible. If the surface is porous, use a water extraction vacuum, a dehumidifier, or fans as necessary to accelerate drying. Final clean with HEPA vac (if available).
11. Seal trash and disposable PPE in plastic before leaving the work area.
12. After remediation of mold within an occupied area, issue a follow-up letter (F14.500C) with *Tips for Preventing Mold & Mildew* (F14.500B) as an enclosure. Place a copy of the follow-up letter in resident's file. Consult Vice President of Engineering or Environmental Specialist for tailored letters for specific incidents.
13. Enter the mold clean up as a recurring service request to ensure follow-up. Inspect 30-days after clean up and six months after clean up. As inspections are completed, enter their dates on the *Mold Incident Report* to complete the report. Submit a copy to Engineering

6.0 RELIANCE LANGUAGE

6.1 USE BY THIRD PARTIES

This report was prepared for Ohana Military Communities, LLC, its Managing Member and other Members of Ohana Military Communities, LLC. It may be relied upon by Ohana Military Communities, LLC, its Managing Member and other Members of Ohana Military Communities, LLC, the United States of America, Department of the Navy, Ohana Military Communities, LLC's lenders, including, without limitation, Merrill Lynch & Co., the Bank of New York Trust Company, N.A., the Master Trustee under that certain Master Indenture (the "Indenture"), Trimont Real Estate Advisors, Inc., the Bondholder Representative under the Indenture, and each of their respective officers, directors, employees, affiliates, successors, assigns, legal counsel and advisors.

APPENDIX A

EPA GUIDELINES

Mold Remediation in Schools and Commercial Buildings

www.epa.gov/iaq/molds/images/moldremediation.pdf

A Brief Guide to Mold, Moisture and Your Home

www.epa.gov/iaq/molds/images/moldguide.pdf

NEW YORK CITY GUIDELINES

<http://www.nyc.gov/html/doh/downloads/pdf/epi/epi-mold-guidelines.pdf>

STATE OF HAWAII DEPARTMENT OF HEALTH

How to Remove Mold from Your House

<http://health.hawaii.gov/irhb/files/2013/06/How-to-Remove-Mold-Revised-10-2004.pdf>

APPENDIX B

USEFUL REFERENCES

1. USEPA, *Building Air Quality, A Guide for Building Owners and Facility Managers*, December 1991
2. Sheet Metal and Air Conditioning Contractors National Association (SMACNA), Chantilly, VA, *IAQ Guidelines for Occupied Buildings Under Construction*, November 1995
3. Institute of Inspection Cleaning and Restoration (IICRC), *Standard and Reference Guide for Professional Water Damage Restoration, S500, 3rd Edition*, Institute of Inspection, Cleaning and Restoration Certification, Vancouver, Washington, 2006
4. Washington State Department of Health, Office of Environmental Health & Safety Indoor Air Quality Program, *Got Mold? Frequently Asked Questions About Mold*, November 2009
<http://www.doh.wa.gov/CommunityandEnvironment/Contaminants/Mold.aspx>
5. Center for Disease Control
http://www.cdc.gov/mold/dampness_facts.htm

APPENDIX C
OTHER MICROBIAL HAZARDS

Other Microbial Hazards

Histoplasmosis

A lung disease caused by a fungus sometimes found in bird and bat droppings.

CONTROL MEASURES:

Discourage roosting sites. Use wet methods and wear a disposable respirator during clean-up.

Legionella (Legionnaire's Disease)

A type of bacteria that can cause pneumonia when the bacteria become aerosolized from warm water in water pipes, especially from a two-pipe water delivery system. In these systems, warm or hot water circulates continuously in a loop throughout the building.

CONTROL MEASURES:

Preventive maintenance on HVAC system and any cooling towers.

West Nile Virus

A virus which can infect birds (usually crows and Blue Jays) and can be carried from infected birds to humans by mosquitoes.

CONTROL MEASURES:

Eliminate standing water that could serve as a mosquito breeding site. City or county health departments may have a program to treat large areas of standing water if the area is at risk. Repair damaged screens and take other measures to keep mosquitoes outdoors.

Dust Mites

Nearly microscopic insects which feed on organic matter in dust. People who are allergy-prone are very often allergic to dust mites and their waste products. Dust mites can also trigger asthma attacks in susceptible people.

CONTROL MEASURES:

Good housekeeping to keep dust to a minimum, HEPA vacuuming, and keeping relative humidity below 50%.

APPENDIX D

RESIDENTIAL AND PROPERTY INSPECTION FORMS

MOLD INCIDENT REPORT

FILLED OUT BY MAINTENANCE SUPERVISOR ☐ OR SITE ENVIRONMENTAL COORD ☐

Property Name _____

Person who discovered/reported mold _____ Date _____

Describe where the mold was found (which apt. unit, floor & building) and the surfaces on which it is growing: _____

Probable source of moisture that led to mold growth _____

Health effects reported? ☐ Yes ☐ No Musty, moldy odor? ☐ Yes ☐ No Clean-Up Kit requested? ☐ Yes ☐ No

Visible mold? ☐ Yes ☐ No Mold area more than 10 sq. ft.? ☐ Yes ☐ No

(Check only if less than 10 sq. ft. of mold)

NOTIFICATIONS. E-mail the same day the mold incident was reported.

Reg Dir Facil & Maint ☐ Yes,

Date: _____ First contact 808-216-9293.

Fax (808) 839-9495 (Dispatch)

Corp VP of Engineering ☐ Yes, date: _____

Always required. Also call cell phone (216) 678-0508.

Fax (216) 263-4802

Loss Prevention ☐ Yes, date: _____

☐ No

Required if health effects reported. Also fax the Loss Prevention Liability Report form to Loss Prevention

Fax (216) 416-3648

Regional Mgr. ☐ Yes, date: _____

☐ No

Required if health effects reported or if over 10 sq. ft.

Other: _____

RESPONSE. Fill in the following sections as work is completed.

Date the probable cause of the moisture was corrected: _____

REMEDATION (CLEAN-UP) ACTION TAKEN	DATE

Date remediation completed _____ ☐ 30-day & 6-month follow-up inspection dates have been entered in Corrigo.

FOLLOW-UP. Fax to Engineering after all inspections have been completed.

☐ A follow-up letter of work completed was sent to resident(s) on _____ ☐ N/A

☐ 30-day follow-up inspection completed _____ 6-month follow-up inspection completed _____

Keep original in the Maintenance File. When follow-up inspections are complete e-mail a copy of this form to Corporate Environmental and Engineering at MichaelEddy@forestcity.net and jennifersterin@forestcity.net.

Ohana Military Communities, LLC
Indoor Environmental Quality, Suspected Mold, Mildew or Microbial
Observation Checklist

Date _____ Property _____ Unit _____

Inspected By _____ and _____

Occurrence	Room / Location / Explanation
Water stains or damp/wet areas: carpeting, floors, baseboards, walls or ceilings/tiles. Other evidence of spills or leaks or other damp items including clothes.	
Visible suspected mold or other unsanitary conditions in bathrooms or kitchens, including under sink vanities, or in other living spaces.	
Musty or moldy odors (and apparent or likely source).	
Bubbling paint or damaged drywall or cabinets (or peeling wallpaper)	
Bulging surfaces that could indicate moisture intrusion or hidden suspected mold growth.	
Obstructions to or malfunctions of HVAC vents, diffusers or returns. Damage to clothes dryer vent connection. Unvented or inappropriately vented appliances (dryer or stove/oven) and exhaust fans in kitchen and bathroom. Malfunctioning or perceived lack of use of exhaust fans in kitchen and bathroom.	
Wet or dirty insulation in ductwork or visible suspected mold in ductwork or HVAC system. Drip pans (HVAC or refrigerator) dirty, not flowing properly or obstructed. Drip pan moisture collection systems drain water away as appropriate.	
Overwatered plants or overabundant number of houseplants or vaporizer causing excess humidity in apartment. Pans (that may or may not be filled with water) placed on stove or HVAC unit to add humidity to the air.	
Inadequate housekeeping providing a nutrient source for mold.	
Lack of ventilation /proper air circulation due to overcrowding of furniture and other items. Overfilled closets or storage areas.	
Improper storage of chemicals. Offensive odors drawn in from source outside unit.	
Malfunctioning doors, windows or HVAC systems. Doors and windows closed in damp, humid or rainy weather.	

**Indoor Environmental Quality, Suspected Mold, Mildew or Microbial
Observation Checklist (continued)**

Occurrence	Room / Location / Explanation
Inappropriate temperature and/or humidity level due to infrequent or inappropriate use of air conditioning system, failure to use exhaust fan(s) and/or prolonged periods of cooking.	Actual temp in unit= _____ Describe humidity conditions:
Condensation /visible moisture accumulation on windows or window sills/framing, walls, bathroom tiles, behind toilet tank, countertops or other surfaces.	
Evidence of or observe: roaches, flies, bedbugs, mice, rats, fleas, etc	
Record Moisture Meter Readings: Room, Location & Moisture Level	
Pictures Taken of:	
Comments:	

APPENDIX E
ADDENDUM TO RESIDENTIAL LEASE
RELATING TO MOLD

MOLD AND MILDEW ADDENDUM

This will serve as an Addendum to the Lease dated _____, between
Ohana Military Communities, LLC, Owner, and _____,
("Resident"), regarding property located at _____,
(the "Premises").

Owner desires to maintain a quality living environment for Resident. To help achieve this goal, it is important for the Owner and Resident to work together to minimize any mold growth in the Premises. This Addendum contains information for Resident, and the responsibilities of both Resident and Owner.

1. **ABOUT MOLD:** Mold is found virtually everywhere in the environment—indoors and outdoors in new and old structures. When excess moisture is present inside Premises, mold can grow. Appropriate precautions need to be taken to minimize the potential for mold growth in the Premises.
2. **PREVENTING MOLD:** In order to minimize the potential for mold growth, Owner recommends the Resident should do the following:
 - a. Keep the Premises clean – particularly the kitchen, bathroom(s), carpets and floors. Regular dusting, vacuuming, and mopping removes household dirt and debris that contribute to mold growth. Use environmentally safe household cleaners. A vacuum cleaner with a high-efficiency particulate air ("HEPA") filter will help remove mold spores. Immediately throw away moldy food.
 - b. Do not block or cover any ventilation or air conditioning ducts. Whenever possible, maintain a temperature of 50 to 80 degrees Fahrenheit in the Premises.
 - c. Remove visible moisture accumulation on countertops, windows, windowsills, walls, ceilings, floors, and other surfaces as soon as reasonably possible. Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilet, windows, and patio doors using a common household disinfecting cleaner. Blot dry spills on carpeting.
 - d. Look for leaks in washing machine hoses, faucets, and discharge lines, especially if the leak is large enough to infiltrate into nearby walls.
 - e. Use the bathroom fan when bathing or showering and allow the fan to run until all excess moisture has been vented from the bathroom. Keep the shower curtain inside the tub or fully close the shower doors when showering. After taking a shower or bath: (i) wipe moisture off of shower walls, shower doors, the bathtub and the bathroom floor; (ii) leave bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (iii) hang towels and bath mats so they will completely dry out.
 - f. Use the exhaust fan in the kitchen when cooking or while running the dishwasher and allow the fan to run until all excess moisture has been vented from the kitchen.
 - g. Open windows and doors on days when the outdoor weather is warm and dry (humidity is below 50 percent) to help humid areas of the Premises dry out. Keep windows and doors closed in damp, humid, or rainy weather.
 - h. Clean the lint filter in the clothes dryer after each use and promptly report any damage to the vent connection. If condensations forms in the area, wipe it dry. Dry damp clothing as quickly as possible.

- i. Limit houseplants to a reasonable number to limit excess humidity and limit molds that could grow on the soil surface. Avoid over watering.
 - j. Do not overfill closets or storage areas. Overcrowding restricts airflow.
 - k. Promptly report to the Resident Services Office:
 - i. Any leak, water damage, or signs of water infiltration;
 - ii. Any malfunction in the heating, ventilation, or air conditioning system;
 - iii. Windows or doors that do not open or close properly;
 - iv. Any areas of visible mold (except very small areas that respond to routine cleaning);
 - v. Musty or moldy odors;
 - vi. Health issues that Resident thinks may be linked to the air quality within the Premises;Owner will respond in accordance with this Lease to repair or remedy the situation as necessary.
3. **EXISTING MOLD:** If small areas of mold have already formed on non-porous surfaces (such as ceramic tile, Formica, vinyl flooring, metal, wood or plastic), the Environmental Protection Agency (“EPA”) recommends cleaning the areas with soap or detergent and water, letting the surface dry, and then, within 24 hours, applying a pre-mixed, spray-on-type household biocide, such as Lysol Disinfectant®, Pine-Sol Disinfectant®, Tilex Mildew Remover®, or Clorox Cleanup. Tilex and Clorox contain bleach that can discolor or stain. **Follow the instructions on the container.** Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface. Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because mold may be in adjacent areas, but not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (“HEPA”) filter can be used to help remove mold products from porous items such as sofas, chairs, drapes and carpets—provided fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.
4. **DO NOT CLEAN OR APPLY HOUSEHOLD BIOCIDES TO:** (a) visible mold on porous surfaces such as sheetrock walls or ceilings; or (b) large areas of visible mold on non-porous surfaces. Instead, notify Owner in writing; Owner will take appropriate action in compliance with applicable law.
5. **COMPLIANCE:** If Resident fails to comply with this Addendum, Resident may be held responsible for damage to the Premises and any health problems that may result.

Resident:

Forest City Residential Management, Inc.
Agent for Owner

By: _____

Date:

Date:

MOLD OPERATIONS AND MAINTENANCE PLAN

***OHANA MILITARY COMMUNITIES, LLC
PUBLIC-PRIVATE VENTURE HOUSING - HAWAII***

Prepared for



***5173 Nimitz Road
Honolulu, Hawaii 96818***

September 30, 2015

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1.0 INTRODUCTION

1.1 PURPOSE AND USE

The purpose of this Mold Operations and Maintenance Plan ("Plan") is to provide a plan for property managers and maintenance staff to prevent and address suspected mold and other fungal or microbial hazards in the leased premises and project subject to the Ground Lease.

As provided in the Lease, the Government shall not be responsible for any abatement, removal or containment of any Mold Condition in the Improvements irrespective of when such Mold Condition may have arisen. The Lessee shall be responsible for (i) the costs of abatement, removal and containment of any Mold Condition to the extent required by Environmental Laws or the "Mold Operations and Maintenance Plan" (ii) compliance with and implementation of the "Mold Operations and Maintenance Plan," and (iii) any claims or liability related to any Mold Condition. The term "Mold Condition" means the visual observation of suspected fungal growth (which includes Molds). Lessee shall be responsible for any claims or liability for injury to persons to the extent resulting from (i) Lessee's failure to abate, remove or contain a Mold Condition in the Improvements to the extent required by Environmental Laws or the Mold Management Plan, or (ii) the disturbance of a Mold Condition during the Term of this Agreement by the Lessee or any other person other than the Government or its agents, employees, contractors or subcontractors.

This Plan is based, in large part, on the publication *Mold Remediation in Schools and Commercial Buildings*, an industry standard published by the U.S. Environmental Protection Agency (EPA) and the New York City Department of Health's *Guidelines on Assessment and Remediation of Fungi in Indoor Environments*, which is also used widely in the industry. A link to the EPA and New York City documents and other EPA mold related publications is contained in Appendix A. A local guide by the Hawaii Department of Health is also provided in Appendix A on how to remove mold from your house. Links to the Center for Disease Control information, and other mold related information are contained in Appendix B.

All activities performed under this Plan shall be performed in accordance with Environmental Laws. "**Environmental Laws**" means any present or future federal, state, or local law, regulation, ordinance, code, plan, order, permit, grant, restriction, certification, or agreement issued, entered, promulgated or approved thereunder, relating to (a) the generation, manufacture, presence, release, discharge, use, storage, handling, transportation or disposal of Environmental Hazard, including the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) 42 U.S.C. § 9601, et seq., as amended and Solid Waste Disposal Act, 42 U.S.C. § 6901, et seq., as amended, (b) pollution, (c) environmental protection, (d) human health or occupational safety, (e) endangered or threatened species or (f) the environment.

To the extent this Plan is attached to the Ground Lease, this plan shall be followed by the Manager and Lessee. For the purpose of the Plan, the term "**Manager**" shall mean the Design-Builder under the Design-Build Agreement, and Construction Manager under the Construction Management Agreement, and Property Manager under the Property Management Agreement and "Lessee" under the Ground Lease. All conflicts between

this Plan and the Ground Lease shall be governed by the Ground Lease. The Manager will comply with requirements of this Plan.

Capitalized terms not otherwise defined herein shall have the meanings set forth in the Ground Lease, dated as of even date herewith, by and between the Lessee and the Department of the Navy (the Ground Lease).

This Plan covers the Leased Premises and Project.

1.2 SITE INFORMATION

This Plan covers the following Department of the Navy (Navy and Marine Corps) family housing communities in Hawaii on the islands of O'ahu and Kauai:

1.2.1 Navy Family Housing Communities

- | | |
|---------------------------------------|---|
| ▪ Halsey Terrace | ▪ Hokulani |
| ▪ McGrew Point | ▪ Moanalua Terrace |
| ▪ Radford Terrace | ▪ Catlin Park |
| ▪ Camp Stover (Wheeler AAF) | ▪ Maloelap |
| ▪ Doris Miller Park | ▪ Ford Island – Kamehameha Loop |
| ▪ Ford Island North (Battleship Cove) | ▪ Ford Island South (FI Landing) |
| ▪ Ford Island Nob Hill | ▪ Ford Island – Luke Field |
| ▪ Halawa | ▪ Hale Ali'i (Pearl Harbor) |
| ▪ Hale Moku | ▪ Hospital Point (Pearl Harbor) |
| ▪ Makalapa | ▪ Manana Navy (Pearl City) ¹ |
| ▪ Marine Barracks (Pearl Harbor) | ▪ NCTAMS (Hele Mai) |
| ▪ Pearl City Peninsula | ▪ Pearl City Peninsula (Pan Am) |
| ▪ PMRF (Barking Sands, Kauai) | |

Note: Community to be demolished except for two units

1.2.2 Marine Corps Family Housing Communities

- | | |
|---------------|-------------------|
| ▪ Camp Smith | ▪ Manana Marines |
| ▪ Hawaii Loa | ▪ Heleloa |
| ▪ Hana Like | ▪ Kapoho Hillside |
| ▪ Kaluapuni | ▪ Mokolea |
| ▪ Nani Ulupau | ▪ Pa Honua |
| ▪ Mololani | ▪ Mokapu Ct. |
| ▪ Ulupau | ▪ Waikulu |

1.3 MOLD AND OTHER MICROBIAL HAZARDS

Mold spores are a normal presence in outdoor and indoor air. When building materials have become moist or water-damaged due to excessive humidity, chronic leaks, condensation, water infiltration or flooding, mold may grow.

2.0 RESPONSIBILITIES

2.1 REGIONAL DIRECTOR OF FACILITIES AND MAINTENANCE

The Regional Director of Facilities and Maintenance (with assistance from Maintenance Managers or Maintenance Supervisors) at each location will be responsible for the implementation of this Plan.

The Regional Director of Facilities and Maintenance will facilitate forwarding of reports of suspected mold and appreciable water damage to the Corporate Office (Vice President of Engineering) at cell phone **(216) 678-0508) or via email** as soon as practicable.

The Site Environmental Coordinator will submit the Mold Incident Reports via email to the Corporate Vice President of Engineering and to the Corporate Environmental Program Manager Phone at (216) 333-4516.

The Site Environmental Coordinator and Maintenance Manager in consultation with the Regional Director of Facilities and Maintenance are responsible for implementing routine and emergency procedures as described in Section 4 of this Plan when mold is suspected and is responsible for procuring the services of a qualified mold remediation contractor as required.

The local Site Environmental Coordinator is responsible for maintaining records related to mold incidents and for providing the information to the Department of the Navy. Records for suspected mold incidents will be retained for the duration of the Ground Lease. The Site Environmental Coordinator will be responsible for maintaining a cumulative report of suspected mold incidents in electronic format.

2.2 MAINTENANCE AND OPERATIONS PERSONNEL

Ohana Military Communities, LLC (OMC) maintenance and operations personnel who discover suspected mold during their routine maintenance and operations activities will contact the Regional Director of Facilities and Maintenance to report suspected mold incidents and document any implemented and/or proposed actions (see Section 3.3 and 4) to address water damage and suspected mold.

3.0 MOLD MANAGEMENT

3.1 INSPECTION

Inspection of mold will be conducted during resident turnover and/or upon the report of suspect mold conditions by the resident(s). In general, maintenance personnel will check for the following as part of the mold inspection:

- Discolored patches or speckled growth on walls or ceilings
- Earthy or musty odor
- Water damage – underneath water-damaged surfaces or behind walls, ceiling

3.2 ASSESSMENT FOR MOLD REMEDIATION

If the mold problem is less than 10 square feet (SF) of affected area, it will be handled by mold-trained maintenance staff (see requirements in Section 5) in accordance with Section 4 of this plan. However, if the affected area is greater than 10 SF, a qualified mold contractor will be hired to remediate the mold.

3.3 ELEMENTS OF MOLD REMEDIATION

Elements of mold remediation generally include the following:

- Identify and eliminate sources of moisture
- Identify and assess the magnitude and area of mold contamination
- Clean and dry moldy areas (using personal protective equipment and containment as necessary)
- Properly dispose of all material that may have mold residues

3.4 MOLD PREVENTION

As part of the lease signing process, prospective residents will read and sign a mold addendum indicating that they understand their responsibilities for preventing the growth of mold in their leased unit. Ohana Military Communities, LLC may also provide literature on the prevention of mold (refer to Appendix A for a link to: *A Brief Guide to Mold, Moisture, and Your Home*).

4.0 MOLD POLICY, PROCEDURES AND FORMS

4.1 POLICY

The Property Manager's Maintenance Supervisor will immediately report **all** instances of known or suspected mold growth to the Corporate Director of Engineering [(216) 678-0508] and will complete and e-mail a "Mold Incident Report" and follow notification requirements on the form.

If the mold coverage is **less than 10 SF** and there are no complicating factors, the Corporate Vice President of Engineering or his designee will provide the appropriate health and safety equipment for trained on-site staff to perform the clean up (see staff training requirements in Section 5).

If there are complicating factors or the mold coverage is **greater than 10 SF**, a qualified contractor will be hired to conduct mold remediation.

For all instances in which mold becomes recurring issue in any housing unit, OMC will report the incident to the Department of the Navy for awareness purposes.

4.2 PREVENTATIVE AND CLEANUP PROCEDURES

The Property Manager's Maintenance Supervisor will be responsible for implementing the following preventative and cleanup procedures.

1. Practice preventive building maintenance to prevent conditions that favor mold growth. Refer to links in Appendices A and B for guidance.
2. Educate Property Manager personnel involved in lease signing in mold prevention. As part of the lease-signing process, residents must sign a mold addendum indicating that they understand their responsibilities for preventing mold growth and reporting requirements for suspected mold observed in their housing. Resident responsibilities concerning suspected mold growth are referenced in the Resident Handbook.

Within the first 30 days of employment (or prior to the first mold cleanup activity, whichever comes first), train Property Manager's maintenance and operations staff using the appropriate mold training module(s) (refer to Section 5). Document training (refer to Section 4.3 for mold training attendance documentation) and fax to the Business To Associate Development (BTAD) at (216) 928-0772.

3. Repeat training annually.
4. If materials become water damaged, prevent mold growth by drying materials **within 48 hours** whenever possible. Drying materials will only be allowed for damage caused by clean water. For cleaning of materials contaminated with "dirty" water (i.e. gray or black water), the Property Manager's Maintenance Supervisor will consult an industrial hygienist, a mold assessment or remediation professional, or a health and safety professional. EPA Table 1: Water Damage – Clean-up and Mold Prevention presented in Section 5.0 of this Plan provides guidelines for response to clean water damage within 24-48 hours to prevent mold growth. Use a moisture meter to diagnose extent of moisture intrusion and to confirm corrective action. Inspections will be performed by operations and maintenance personnel during routine resident turnover and other housing unit and building inspections, or if requested by the resident to ensure that preventive measures have been effective.
5. When a mold incident occurs, maintenance staff will document it on the "Mold Incident Report". E-mail a copy to the Corporate Vice President of Engineering or his designee and phone the Vice President Engineering or his designee and request a Mold Clean-Up Kit from the Maintenance Manager for projects that can be handled by on-site maintenance staff.
6. Assess conditions at the affected housing unit by conducting the following:
 - Determine what moisture conditions enabled the mold to grow and fix the problem. If the cause is not addressed, the mold growth is likely to recur after clean up.
 - Vacate residents from the immediate work area. If persons in adjacent

areas have respiratory problems, allergies, or are immune-suppressed, also vacate them while work is in progress.

- Turn off air flow from the contaminated space to confine mold spores and debris to the work area.
- Wear appropriate personal protection equipment (PPE) specified in the procedure in Section 5. For mold clean-ups under 10 SF, USEPA guidelines recommend using a N95 or N100 respirator. A disposable N-95 or N-100 filtering face piece respirator can be provided upon request for use by property personnel to perform mold clean-ups under 10 SF. The use of disposable coveralls is optional for mold clean-up of 10 SF or less.
- A containment barrier is not required for small jobs, but may be constructed from polyethylene sheeting if the Maintenance Supervisor determines that this additional precaution is warranted.
- To minimize the release of spores and dust during work, mist but do not soak the contaminated surface.

7. Clean the affected area by conducting the following:

- Determine if the surface can be thoroughly cleaned. Mold-contaminated ceiling tiles, insulation, wallboard, sheetrock, and cellulose or fiberglass insulation are porous materials that usually should be discarded and replaced. Carpeting and backing should usually be replaced. See links to EPA Guidelines in Appendix A for further details. If a material is questionable, the Maintenance Manager and Regional Director of Maintenance and Engineering will consult the Corporate Vice President of Engineering or his designee.
- Package all mold-damaged materials in plastic bags or plastic sheeting and dispose of properly. If the affected building was constructed prior to 1981 and is presumed to contain asbestos, an asbestos remediation contractor may need to be hired to handle the asbestos. Pre-1978 construction has the potential to contain lead based paint (LBP) and a LBP contractor may need to be hired to perform work in relation to materials containing LBP. Consult the LBP and Asbestos Management Plans for more information.
- For **hard, smooth surfaces such as plastic, metal, ceramic tile, vinyl and linoleum**, scrub the affected surface using hot water and a mild, non-ammonia detergent. Rinse, then wipe dry. Use of bleach is discouraged except where needed as a disinfectant. If good outdoor ventilation is available, a solution of 1-1/2 cup household bleach in one gallon of water can be applied to the cleaned surface. Never use full strength chlorine bleach (which is actually less effective but more hazardous than diluted bleach) and never mix ammonia with bleach; the toxic fumes are themselves a health hazard. Bleach may harm some surfaces.
- For **wood surfaces**, scrub with wood floor cleaner, rinse, and dry.
- For **carpeting with slight, localized damage**, wet vacuum or steam clean and dry within 48 hours.

- For concrete or cinder block, use a stiff brush to work detergent into solution below the surface. Extract with a wet vacuum and accelerate drying as needed.
- 8. After the surface has been cleaned, dry the clean surface as quickly and thoroughly as possible. If the surface is porous, use a water extraction vacuum, a dehumidifier, or fans as necessary to accelerate drying. Final clean with a high efficiency particulate air (HEPA) vacuum.
- 9. Seal trash and disposable personal protective equipment in plastic for disposal before leaving the work area.
- 10. Following completion of mold remediation in a housing unit, issue a follow-up letter (refer to Section 4.3 for form letter) to the resident to include tips on mold prevention. File a copy of the letter in the resident's file.
- 11. Conduct a follow-up inspection of the affected housing unit 30 days and 180 days after the cleanup and document the inspection on the Mold Incident Report to complete the report. Fax or e-mail the completed report to the Engineering Department. Retain a copy in RM files.

4.3 MOLD RELATED FORMS

The Regional Director of Facilities and Maintenance, Maintenance Manager and Site Environmental Coordinator will be responsible for completing the following forms and letter for reporting mold incidents, follow-up with affected resident, and documenting staff training.

MOLD INCIDENT REPORT

FILLED OUT BY MAINTENANCE SUPERVISOR ☐ OR SITE ENVIRONMENTAL COORD ☐

Property Name (address/neighborhood) _____

Person who discovered/reported mold _____ Date _____

Describe where the mold was found (which apt. unit, floor & building) and the surfaces on which it is growing: _____

Probable source of moisture that led to mold growth _____

Health effects reported? ☐ Yes ☐ No Musty, moldy odor? ☐ Yes ☐ No Clean-Up Kit requested? ☐ Yes ☐ No
Visible mold? ☐ Yes ☐ No Mold area more than 10 sq. ft.? ☐ Yes ☐ No (Check only if less than 10 sq. ft. of mold)

NOTIFICATIONS. E-mail the same day the mold incident was reported.

Reg Dir Facil & Maint ☐ Yes, Date: _____ First contact (808) 839-4257.

Fax (808) 839-9495 (Dispatch)

Corp VP of Engineering ☐ Yes, date: _____ Always required. Also call cell phone (216) 678-0508.

Fax (216) 263-4802

Loss Prevention ☐ Yes, date: _____ ☐ No Required if health effects reported. Also fax the Loss Prevention Liability Report form to Loss Prevention
Fax (216) 416-3648

Regional Mgr. ☐ Yes, date: _____ ☐ No Required if health effects reported or if over 10 sq. ft.

Other: _____

RESPONSE. Fill in the following sections as work is completed.

Date the probable cause of the moisture was corrected: _____

REMEDATION (CLEAN-UP) ACTION TAKEN	DATE

Date remediation completed _____ ☐ 30-day & 6-month follow-up inspection dates have been entered in Corrigio.

FOLLOW-UP. Fax to Engineering after all inspections have been completed.

☐ A follow-up letter of work completed was sent to resident(s) on _____ ☐ N/A

☐ 30-day follow-up inspection completed _____ 6-month follow-up inspection completed _____

Keep original in the Maintenance File. When follow-up inspections are complete and e-mail a copy of this form to Engineering at MichaelEddy@forestcity.net.

EXAMPLE FOLLOW-UP LETTER

Date: _____

Resident Name
Street Address
City and State
Apt. #

Dear _____:

Action has been taken to clean up the mold in your home. We have _____. We hope all your concerns have been addressed. If not, please contact our Management Office.

To the best of our knowledge, the condition(s) that led to the mold growth was _____.

Your health is important to us and we strive to provide a quality environment for our residents and staff. By working together, we can minimize the likelihood of a future mold or mildew problem in your home. We hope you will find the attached *Tips for Preventing Mold and Mildew* to be helpful.

We will be contacting you regarding follow-up inspections to ensure that mold growth in your home has not recurred. If you notice any musty odors or see mold growth before the follow-up inspection, please call us promptly. Thank you for your continued cooperation.

Sincerely,

Property Manager

Enclosure: *Tips for Preventing Mold and Mildew*

cc: On-site Maintenance File

5.0 MOLD/MILDEW TRAINING

5.1 PERSONNEL TRAINING

Maintenance and operations personnel will be trained in the recognition and cleanup of suspected mold. New employees will be trained within their first 30 days of employment or prior to their first mold clean-up project, whichever comes first, and will attend refresher training annually. All onsite maintenance and operations personnel will be provided **Mold and Mildew Awareness Training** as detailed below. In addition to the awareness training, the Maintenance Supervisor, maintenance, custodial, and housekeeping staff (or anyone likely to do hands-on cleanup of mold) will be trained in **Mold Clean-Up Procedures** detailed below and will become familiar with Section 4 of this Plan. The Property Manager and Maintenance Supervisors will review and become familiar with this Plan, including all appendices and references materials, and will ensure that training records are kept up to date.

5.2 TRAINING

The Mold and Mildew Awareness Training module (below) will be reviewed by all onsite staff within 30 days of their employment, or prior to their first mold clean-up project, whichever comes first, and annually thereafter. BTAD will distribute an annual memorandum regarding mold training similar to the following.



Memorandum – Mold Training

To: All Property Managers

From: FCRM Business to Associate Development
(BTAD)

Re: Mold Awareness Training

Property Managers and Maintenance Supervisors will schedule team training for on-site associates to be administered. All completed Acknowledgements and/or Assessments are due to corporate annually in **December of each year**.

Steps for conducting the annual Mold Awareness Training, led by the Maintenance Supervisor (or Property Manager if Maintenance Supervisor position is vacant):

1. **Read** this memo entirely before beginning.
2. **ALL associates** are required to complete Mold Awareness Training by either reading or listening to someone read "Mold Awareness Training".
3. **Maintenance Supervisor, Maintenance, Custodial, and Housekeeping are required to continue with training of Clean-Up Procedures** by completing Step 2, reading or listening to someone read "Training in Mold Clean-Up Procedures", **AND** Mold Policy 14.500 Procedures 8 – 13. This is for anyone likely to do hands-on clean-up of mold.
4. **Property Managers, Maintenance Supervisors, and Security Directors are required to complete supervisory training** by completing step 2 (and step 3 for Maintenance Supervisors), reading the entire Mold Policy 14.500 and its attachments, reviewing and becoming familiar with the contents of the Mold O&M Manual, **AND** ensuring that training records are current. If you do not have an O&M Manual, contact the Engineering Dept.
5. **Print** copies of the current Mold Training Acknowledgement and Assessment and administer to ALL associates.
6. **All Administrative, Leasing/Relocation, amenity-related associates, and Security Guards** must complete a Mold Training Acknowledgement (top portion). This is the minimum requirement for these positions if they are not completing an assessment.
7. **Property Managers, Maintenance Supervisors, Security Directors, Maintenance, Custodial, and Housekeeping** must complete a Mold Training Acknowledgement (top portion) **AND** Assessment (bottom portion).
8. **Verify** all Acknowledgments and Assessments are signed and filled out completely. Please make sure names are legible.
9. **Scan/e-mail or fax** completed Acknowledgements/Assessments and names of any associates not trained due to STD or other leave to Becca Martello in December each year for grading and recording. Do not grade copies on-site. Once these are graded and recorded, copies of all Assessments will be returned to the Property Manager.
10. **File** original Acknowledgements and Assessments in the "Training" section of your Mold O&M Manual.

11. **Review** Assessments when returned. Discuss any incorrect answers with associates. A minimum score of 12 must be achieved. If an associate scores below 12, the Property Manager will be notified and the associate will be required to retake and resend the Assessment. Place graded assessments in the "Training" section of Mold O&M Manual. Once the graded assessment copies are filed, original assessments may be discarded.
12. **Replace** any Assessment that was retaken and passed with the original in the "Training" section of the Mold O&M Manual.
13. **Contact** Becca Martello with any questions.
14. **Result:** Each required associate will understand all training material content and be able to perform related functions according to policy.

REQUIRED ASSOCIATES INCLUDE: Property/General Manager, Maintenance Supervisor, Operations Manager, Maintenance Tech, Custodian, Housekeeping, and Security Director.

ALL OTHER ASSOCIATES (Administrative, Leasing/Relocation, amenity-related associates, and Security Guards) are not required to take the Assessment, BUT must complete the top portion (Acknowledgement) showing they read or listened to someone read "Mold Awareness Training".

****A completed document is required for EVERY associate – either a Mold Training Acknowledgement (top portion) OR Assessment (with Acknowledgement portion completely filled out).**

Note: New employees should be trained within the first month of employment as per FCRMI policy. The new associates would then participate in the next round of annual training with the intent that everyone receives training annually (roughly every 12 months).

Attachments to this e-mail:

Mold Awareness Training

Training in Mold Clean-Up Procedures

Mold Training Acknowledgement and Assessment (one page)

FCRMI Mold and Mold Training Policy, 14.500 (revised 12/08)

MOLD & MILDEW

AWARENESS TRAINING

Awareness training for all on-site staff

WHY THE TRAINING PROGRAM?

Every set of eyes is needed to watch for water damage and mold growth. Every hour counts when it comes to preventing mold from growing. If mold already has a foothold, it's important to report it to the Maintenance Supervisor, who can take appropriate action before a small problem becomes a large problem.

WHAT IS MOLD?

Molds are non-green plants that can grow without sunlight and they are present throughout the environment. Along with mildew, mushrooms, and yeast, molds are classified as fungi. Over 60,000 species of mold have been identified.

Outdoors, molds play a vital role in breaking down leaves, wood, and plant debris into fertile soil. Because molds grow by digesting organic material, they gradually destroy whatever they grow on. Indoors, molds can damage or destroy building materials and impair the health of building occupants in the process.

Molds reproduce by releasing spores which are microscopic in size. There are some mold spores in the air all the time, both indoors and outdoors. When mold grows indoors, air currents and the HVAC system can carry spores great distances. With adequate moisture and a nutrient source, spores of many species can germinate and begin to grow into mold plants within 48 hours. All molds need water to begin growing, so controlling moisture is the key to controlling mold. Spores which land in a dry location may lie dormant for many years, but can become activated if exposed to moisture.

Molds have root-like structures that can penetrate deep into porous materials. This complicates clean-up efforts because mold growth could recur even after surface growth has been scrubbed away and even if a disinfectant such as bleach has been used. Follow-up inspections are important to check for renewed growth.

HEALTH EFFECTS

Research on health effects is ongoing. Not all molds are considered harmful, but some common molds have been linked to allergic reactions and more serious illnesses, so it is a good idea to eliminate all mold growth from the indoor environment. Some people are more sensitive to mold exposure than others. The most susceptible individuals:

- ♦ Have existing respiratory conditions such as allergies, asthma, or chemical sensitivities.
- ♦ Have weakened immune systems due to HIV infection, chemotherapy, transplant surgery, etc.
- ♦ Are infants, babies, young children, or the elderly.

It is important to note that both dead and living mold can produce allergic and even toxic reactions in sensitive individuals. It is not enough to kill mold; it must be cleaned up. Dead spores can carry allergens just as effectively as viable (living) spores and are easily dispersed when a mold plant is dry or dead.

Health effects are the result of exposure by skin contact, by breathing in mold spores or fragments of mold plants, or by eating moldy food. Typical allergenic symptoms resulting from airborne mold exposure (either alone or in combination) are:

- ♦ Respiratory problems such as wheezing, difficulty breathing, and shortness of breath.
- ♦ Nasal and sinus congestion.
- ♦ Eye irritation (burning, watery, or reddened eyes).
- ♦ Dry, hacking cough.
- ♦ Nose or throat irritation.

The above symptoms could also be due to allergies triggered by pollen, pet dander, dust mites, or any number of other allergens. They do not “prove” mold exposure.

Some mold plants can cause skin rashes or skin irritation if they are touched. Moldy food should be discarded.

Mold-related illness due to indoor sources can best be “treated” by cleaning up the mold and eliminating its moisture source so new growth does not occur.

EVALUATING A MOLD PROBLEM

Small amounts of growth on nonporous surfaces in bathroom showers can and should be cleaned up by residents using household products designed for the purpose. This should be a part of routine housekeeping. Although such growth can be black and slimy, it typically feeds on soap residue and is not likely to be the “toxic black mold” that have been reported in the media.

Stachybotrys (stack-ee-botch-us), otherwise known as “toxic black mold,” feeds on cellulose (wood or paper-based) products that have stayed wet for a week or longer. When it is found indoors, it will most often be growing on wet wallboard or on ceiling tiles. If Stachybotrys is found growing inside a building, it indicates that a moisture problem was not corrected quickly and materials were not dried within the first 48 hours. At least one species of Stachybotrys can produce mycotoxins which can cause severe allergic reactions and possibly more serious health effects as well. Scientists continue to research possible links to serious illnesses, but at the present time, there are many conflicting reports and no conclusive answers.

On-site staff does not have to be concerned with identifying types of mold. That is not the responsibility of maintenance personnel. If any kind of mold is found growing indoors, it needs to be approached with caution and cleaned up by either on-site maintenance personnel or qualified contractors as designated in this Plan. Trained on-site staff wearing protective equipment can safely handle small projects. Professionals will be called in to handle large or complicated projects. If mold growth is discovered by maintenance staff, they are not to touch or disturb the mold in any way. Disturbing the mold could release spores into the air which could be inhaled. Instead, report the mold to the Maintenance Supervisor immediately

When a mold problem is reported by a resident or is discovered by staff, the Maintenance Supervisor should call/notify the Maintenance Manager who will notify the Regional Director of Facilities and Maintenance and Site Environmental Coordinator. The Regional Director of Facilities and Maintenance and/or Site Environmental Coordinator will in turn notify the Corporate Vice President of Engineering or his designee at the Corporate office as soon as practicable. A Mold Incident Report will need to be filled out and submitted via e-mail.

The Regional Director of Facilities and Maintenance, in consultation with the Corporate Vice President of Engineering or his designee will decide if the project should be handled by on-site staff. A Mold Clean-Up Kit containing protective equipment as needed for the project, such as a disposable respirator (if requested), goggles, gloves, and coveralls (optional) will be used. Cleaning supplies should already be on hand at the property maintenance warehouse.

If hidden mold growth is known or suspected, the Maintenance Supervisor should not attempt to conduct an investigation unless authorized to do so by the Regional Director of Facilities and Maintenance in consultation with the Corporate Vice President of Engineering or his designee. (Note: The Site Environmental Coordinator can direct or conduct this type of investigation.) Personal protective equipment prescribed in accordance with the training may need to be worn and precautions must be taken to contain an anticipated spore release when mold is disturbed as wall or floor cavities are opened. A professional may need to be hired.

WHAT TO REPORT TO THE MAINTENANCE SUPERVISOR:

Report Water Damage

- ♦ Report water damage immediately! If materials are dried within 48 hours, mold growth can probably be prevented. It's important to respond quickly to leaks, overflows, and flooding.

Report Visible Mold Growth

- ♦ There are many different kinds of mold. Mold can look cottony, slimy, leathery, granular, velvety, or sooty. Color, shape, and pattern may vary according to nutrient source and growing conditions as well as the type of mold. Circular patterns are common. Often several kinds of mold will grow on the same surface. If it looks like mold, report it.

Report Moldy Odors

- ♦ Most molds have an unpleasant musty or earthy odor. Mold growing in a hidden location may have an odor even if not readily visible.

Report Signs of Hidden Mold

- ♦ Discoloration or staining on a surface could be a sign that mold is growing behind it.
- ♦ Bulging surfaces could indicate moisture intrusion and hidden mold growth.
- ♦ Standing water near an outside air intake could be a clue to moisture or mold in the HVAC system. Slimy or foamy water in drip pans of air handling or air conditioning units can also be a sign of a mold problem.

Report Conditions That Could Favor Mold Growth, such as:

- ♦ High humidity and lack of air circulation in part of the building.
- ♦ A wet foundation.

- ♦ Landscaping mulch piled too high against the building.
- ♦ Broken sprinkler heads.

Report Health Complaints

- ♦ If a resident or staff member complains of health problems and thinks the symptoms are due to mold exposure in the building, report the complaint to the Maintenance Supervisor.

COMMON PLACES FOR MOLD TO GROW

- ♦ Any location where there has been a spill, leak, or water damage, especially if the area had been wet for over 48 hours.
- ♦ Areas where there has been an overflow from tubs, sinks, or toilets.
- ♦ Surfaces with water condensation or exposed to high humidity.
- ♦ Pipe chases and utility tunnels (due to leaking or condensing pipes).
- ♦ Wet or dirty insulation in ductwork.
- ♦ Basements, crawl spaces, and lower rooms.
- ♦ Window frames and outside walls.
- ♦ Carpets and carpet backing, (especially dirty carpeting).
- ♦ Ceiling tiles (especially top surface), and roofing materials above ceiling tiles.
- ♦ Any moisture-damaged paper or wood products.
- ♦ Behind bubbling paint or stained/peeling wallpaper or sheetrock.
- ♦ Overwatered indoor plants and areas of exposed soil.

Mold Clean-Up Procedure

Training for Small Projects

(less than 10 SF)

For on-site Maintenance, Custodial, and Housekeeping staff

EQUIPMENT

Keep the following supplies on hand for a mold emergency:

- Moisture Meter (to help diagnose the extent of a problem and to ensure that all materials dry following clean-up)
- 6-mil polyethylene sheeting (to build mini-enclosures, or to wrap damaged building materials for disposal)
- Heavy plastic disposal bags
- Duct tape
- Mild detergent
- Disposable scrub brushes, sponges, and cloths
- Plastic spray bottles for misting mold to keep it damp
- Household bleach (optional)

OTHER HELPFUL EQUIPMENT

- Wet vac
- HEPA vac (have on site or know where to rent). The filters in HEPA vacs are designed to trap extremely small particles like mold spores. Do not use a non-HEPA vac for mold clean-up.
- Blowers, fans (have on site or know where to rent)
- Dehumidifiers (have on site or know where to rent)

PROCEDURES

- The Site Environmental Coordinator will complete a Mold Incident Report and email to the Regional Director of Facilities and Maintenance, Maintenance Manager and Corporate Vice President of Engineering and his designee.
 - Call or contact the Maintenance Manager to obtain the appropriate health and safety equipment. a Mold clean-up supplies containing personal protective equipment (PPE) including goggles, gloves, and protective coveralls (if needed) are available. For mold clean-ups under 10 SF USEPA guidelines recommend using a N-95 or N-100 respirator. A disposable N-95 or N-100 filtering face piece respirator can be provided upon request for use by property personnel to perform mold clean-ups under 10 square feet. **Note:** the required use of a dust mask/disposable paper type respirator such as the N-95 will trigger compliance measures per the federal Respiratory Protection standard (1910.134) including a written respiratory protection program with work site specific procedures and medical evaluation of employees. For employees requesting a disposable N-95 or N-100 filtering facepiece respirator when not required under the OSHA Standard, Appendix D to Sec. 1910.134 (Mandatory) Information must be provided along with a copy of the disposable respirator instructions.
- Plan the work and decide what clean-up methods will be used. See Mold Policy 14.500 and EPA Table 2 for detailed guidance.

- Assemble equipment needed for the project.
- Notify and evacuate resident(s) from the work area.
- Turn off or block airflow that could carry spores outside the work area. For small projects, it is not usually necessary to construct containment barriers.
- Put on goggles, gloves, and coveralls as needed. If choosing to wear the above-referenced disposable respirator, then put it on.
- Using a spray bottle, mist (but do not soak) visible mold. This keeps some of the mold from becoming airborne.
- Proceed with mold clean-up (remediation).
- HEPA vacuum as a final clean-up step. Do a final wipe-down with a damp cloth if HEPA vac not available.
- Before leaving the work area, carefully remove and dispose of PPE. Seal contaminated materials in a plastic bag or plastic sheeting.
- Remove any protective barriers or signs and restore normal air flow.

EPA Table 1: Water Damage – Cleanup and Mold Prevention	
Guidelines for Response to Clean Water Damage within 24-48 Hours to Prevent Mold Growth	
Water-Damaged Material	Actions
Books and papers	<ul style="list-style-type: none"> • For non-valuable items, discard books and papers. • Photocopy valuable/important items, discard originals. • Freeze (in frost-free freezer or meat locker) or freeze-dry.
Carpet and backing – dry within 24-48 hours	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Reduce ambient humidity levels with dehumidifier. • Accelerate drying process with fans.
Ceiling tiles	<ul style="list-style-type: none"> • Discard and replace.
Cellulose insulation	<ul style="list-style-type: none"> • Discard and replace.
Concrete or cinder block surfaces	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters.
Fiberglass insulation	<ul style="list-style-type: none"> • Discard and replace.
Hard surface, porous flooring* (Linoleum, ceramic tile, vinyl)	<ul style="list-style-type: none"> • Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary. • Check to make sure underflooring is dry; dry underflooring if necessary.
Non-porous, hard surfaces (Plastics, metals)	<ul style="list-style-type: none"> • Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary.
Upholstered furniture	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters. • May be difficult to completely dry within 48 hours. If the piece is valuable, a restoration/water damage professional who specializes in furniture may be consulted.
Wallboard (Drywall and gypsum board)	<ul style="list-style-type: none"> • May be dried in place if there is no obvious swelling and the seams are intact. If not, remove, discard, and replace. • Ventilate the wall cavity, if possible.
Window drapes	<ul style="list-style-type: none"> • Follow laundering or cleaning instructions recommended by the manufacturer.

Wood surfaces	<ul style="list-style-type: none"> Remove moisture immediately and use dehumidifiers, gentle heat, and fans for drying. (Use caution when applying heat to hardwood floors.) Treated or finished wood surfaces may be cleaned with mild detergent and clean water and allowed to dry. Wet paneling should be pried away from wall for drying.
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Table 2: U.S. EPA Guidelines for Remediating Building Materials with Mold Growth Caused by Clean Water*			
SMALL - Total Surface Area Affected Less Than 10 square feet			
Material or Furnishing Affected	Cleanup Methods†	Personal Protective Equipment	Containment
Books and papers	3	Minimum: N-95 or N-100 respirator (disposable dust mask), gloves, and goggles	None required
Carpet and backing	1, 3		
Concrete or cinder block	1, 3		
Hard surface, porous flooring (linoleum, ceramic tile, vinyl)	1, 2, 3		
Non-porous, hard surfaces (plastics, metals)	1, 2, 3		
Upholstered furniture & drapes	1, 3		
Wallboard (drywall and gypsum board)	3		
Wood surfaces	1, 2, 3		

Cleanup Methods (see Table 2):

- Method 1:** Wet vacuum (in the case of porous materials, some mold spores/fragments will remain in the material but will not grow if the material is completely dried). Steam cleaning may be an alternative for carpets and some upholstered furniture.
- Method 2:** Damp-wipe surfaces with plain water or with water and detergent solution (except wood —use wood floor cleaner); scrub as needed.
- Method 3:** High-efficiency particulate air (HEPA) vacuum after the material has been thoroughly dried. Dispose of the contents of the HEPA vacuum in well-sealed plastic bags. **DO NOT USE A REGULAR VACUUM CLEANER! ONLY A HEPA FILTER IS CAPABLE OF TRAPPING MOLD SPORES.** If a HEPA vacuum is not available, do not use Method 3.
- Method 4:** Discard/remove water-damaged materials and seal in plastic bags. Dispose of as normal waste. HEPA vacuum area after it is dried.

Personal Protective Equipment (PPE)

- Less than 10 sq. ft.:** Gloves and goggles. Disposable N-95 or N-100 filtering face piece respirator available upon request; usage is on a voluntary basis. Coveralls (disposable) are optional on an as needed basis.

MOLD
2009 TRAINING ACKNOWLEDGEMENT AND ASSESSMENT

ACKNOWLEDGEMENT:

Print Name	_____	Community	_____
Sign Name	_____	Position	_____
Date Trained	_____	Trained By	_____

ASSESSMENT:

- Circle One
- | | | | | | |
|----|------|-------|---|---|---|
| 1 | True | False | I am prohibited from hiring a mold remediation contractor without obtaining pre-approval from Engineering and my manager. | | |
| 2 | True | False | It is okay for me to replace drywall for mold cleanup before repairing the moisture source. | | |
| 3 | True | False | To prevent mold within 48 hours of a flood, I can pull back the carpet and use dehumidifiers. | | |
| 4 | True | False | When investigating a mold complaint, it is not important for me to ask the resident if he has repeatedly wiped/cleaned mold from the area over a period of time. | | |
| 5 | True | False | Water, tainted with sewage, ruptured from plumbing fixtures can be handled in the same manner as a ruptured drinking water line. | | |
| 6 | True | False | If I delay responding to/addressing excessive moisture, the mold growth will likely expand. | | |
| 7 | True | False | Elevated and extremely excessive humidity can, over time, cause just as much mold growth as water damage. | | |
| 8 | True | False | A mild, non-ammonia liquid dishwashing or other surfactant detergent mixed with warm water is best for cleaning off mold surfaces. | | |
| 9 | True | False | Use of chlorine bleach (in any form) is discouraged because it is a hazardous substance, except when needed for disinfectant or with detergent to remove stains caused by mold. | | |
| 10 | A | B | C | Select the best approach to this scenario: You respond to a service request for suspected mold/mildew. You observe black splotchy spots on the exterior walls of the living room and bedroom. You take several digital pictures. The resident informs you that her son has asthma and has not been feeling well lately.
A. Tell her you will have a consultant perform mold testing and provide her with the results.
B. Relocate them to a hospitality suite until a consultant can perform mold testing.
C. Report your observations, conversation, and photos to Engineering and your regional or general manager. A plan of action will be determined. | |
| 11 | A | B | C | Select the best approach to this scenario: While in a garden-level apartment home or basement of a military home during the summer, you observe a clammy feeling in the air and condensation on the windows.
A. Report your observations to Engineering and suggest that a dehumidifier be installed to decrease the humidity pending investigation of the moisture source.
B. Report your observations to Engineering and suggest that a humidifier be installed to maintain the humidity pending investigation of the moisture source.
C. Check to see if an air cleaner is in use within the home. | |
| 12 | A | B | C | Select the best approach to this scenario: You respond to a service request for a broken bedroom door lock. You observe what you believe to be black mold on the bedroom wall measuring 6 inches by 2 feet.
A. Take digital pictures, contact a contractor for remediation, and schedule the work to be completed within 7 days.
B. Cut out the affected drywall, replace it with new, and paint it within 48 hours.
C. Remove the mold with a paper towel, assess the moisture level by using a moisture meter, take digital pictures, and complete the Mold Incident Report. Submit everything to Engineering and your regional or general manager. | |
| 13 | 1 | 1.2 | 2 | 3 | For the above scenario, what is the square footage of the affected drywall? |
| 14 | True | False | I have read and will adhere to our Mold policy and know where our Mold O&M Manual is. | | |

Mold training and a minimum assessment score of 12 are required. Scoring is done in Cleveland.

Scan and e-mail completed assessments to beccamartello@forestcity.net.
Or fax to Becca at 216.928.0772.

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- F. FMNH9.000A – Move In/Move Out Unit Inspection and Inventory Report (Military)
- G. FMNH14.100A Annual Inspection Report (Military)
- 3. Practice preventive building maintenance to prevent conditions that favor mold growth.
- 4. Educate residents in mold prevention:
 - A. Conventional and FAH: Give each household a copy of *Tips for Preventing Mold and Mildew* (F14.500B) and have an adult household member sign the *Mold Tip Sheet Acknowledgment Form* (F14.500E). Give F14.500B and F14.500E to new residents at move-in. Insert signed and dated *Mold Tip Sheet Acknowledgment Form* in resident file as proof of notification.
 - B. Military: Each household will execute a Mold Addendum containing information about the prevention and reporting of mold at move in.
- 5. *Mold Awareness* training is facilitated by the Maintenance Supervisor. All required employees will receive *Awareness* training within their first 30 days of employment (or prior to the first mold clean-up project, whichever comes first) and annually thereafter. Business to Associate Development (BTAD) in partnership with Engineering furnishes an assessment to be administered as part of the training. The following employees are required to take the *Awareness* training and/or complete the assessment or Acknowledgement form:
 - A. Assessment and Acknowledgement: Managers, Maintenance Supervisors, Maintenance employees, Custodians, Groundskeepers, Dispatchers, and Security Directors.
 - B. Acknowledgement ONLY: Administrative, Leasing/Relocation, and amenity-related employees and Security Guards.
 - C. Assessment and Acknowledgement: Regional Managers during their first three months of employment.
- 6. *Mold Clean-Up Procedures* training is facilitated by the Maintenance Supervisor. All required employees will receive *Clean-Up* training within their first 30 days of employment (or prior to the first mold clean-up project, whichever comes first) and annually thereafter. The following employees are required to take the *Clean-Up* training:
 - A. Managers, Maintenance Supervisors, Maintenance employees, Custodians, Groundskeepers, Dispatchers, and Security Directors.

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- B. Regional Managers during their first three months of employment.
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- 7. Trained employees are permitted to clean up small areas/less than 10 square feet of mold where the moisture source was clean water. However, employees with allergies, asthma, or other respiratory problems should not engage in mold clean-up activities.
 - 8. Maintenance Supervisor: when a mold incident occurs, document it on the Mold Incident Report (F14.500A) or equivalent designated within the Mold O&M Manual. Submit a copy and call the Vice President of Engineering and Environmental Specialist. Request a Mold Clean-Up Kit for projects that can be handled by employees.
 - A. Determine what moisture conditions enabled the mold to grow and fix the problem. If the cause is not addressed, the mold growth is likely to recur after clean up.
 - B. Vacate residents from the immediate work area. If persons in adjacent areas have respiratory problems, allergies, or are immune-suppressed, also vacate them while work is in progress.
 - C. Turn off air flow from the contaminated space to confine mold spores and debris to the work area.
 - D. Wear personal protection equipment (PPE) including waterproof gloves and goggles. For mold clean-ups under 10 square feet USEPA guidelines recommend using a N95 or N100 respirator. A disposable N-95 or N-100 filtering facepiece respirator can be provided upon request for use by employees to perform mold clean-ups of less than 10 square feet. The use of disposable coveralls is optional for mold clean-up of less than 10 square feet.
 - E. A containment barrier is not required for small jobs, but may be constructed from polyethylene sheeting if the Maintenance Supervisor, Vice President of Engineering and/or Environmental Specialist determines that this additional precaution is warranted.
 - F. To minimize the release of spores and dust during work, the contaminated surface may be misted with soapy water but not soaked or covered with plastic sheeting prior removal as directed by Vice President of Engineering or Environmental Specialist.
 - 9. **CLEAN-UP PROCEDURES:** Determine if the surface can be thoroughly cleaned. Mold-contaminated ceiling tiles, insulation, wallboard, sheetrock, and cellulose or fiberglass insulation are porous materials that usually should be discarded and replaced. Carpeting and backing should usually be replaced. See EPA Guidelines for further details. Prior to removal of moldy materials consult the Vice President of Engineering or Environment Specialist. Dispose of all mold-damaged materials in the community's dumpster after sealing them in plastic bags or plastic sheeting. Note: If your community was constructed prior to 1981 and is presumed to contain asbestos in the above materials, an asbestos remediation contractor may need to be hired to handle the project.

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- A. **HARD, SMOOTH SURFACES** such as plastic, metal, ceramic tile, vinyl, & linoleum. Scrub using warm water and a mild, non-ammonia detergent. Rinse, then wipe dry.

Use of bleach is discouraged except where needed as a disinfectant. If good outdoor ventilation is available, a solution of 1-1/2 cup household bleach in one gallon of water can be applied to the *cleaned* surface. **Never use full strength chlorine bleach** (which is actually less effective but more hazardous than diluted bleach). **Never mix ammonia with bleach** as the toxic fumes are themselves a health hazard. Bleach may harm some surfaces.

- B. **WOOD.** Scrub with wood floor cleaner, rinse, and dry.

- C. **CARPETING with slight, localized damage.** Wet vacuum or steam clean and dry within 48 hours. Pull corners of carpeting back and use fans/dehumidifiers to facilitate drying.

- D. **CONCRETE OR CINDER BLOCK.** Use a stiff brush to work detergent solution below the surface. Extract with a wet vac. Accelerate drying as needed.

10. After the surface has been cleaned, dry it as quickly and thoroughly as possible. If the surface is porous, use a water extraction vacuum, a dehumidifier, or fans as necessary to accelerate drying. Final clean with HEPA vac (if available).

11. Seal trash and disposable PPE in plastic before leaving the work area.

12. After remediation of mold within an occupied area, issue a follow-up letter (F14.500C) with *Tips for Preventing Mold & Mildew* (F14.500B) as an enclosure. Place a copy of the follow-up letter in resident's file. Consult Vice President of Engineering or Environmental Specialist for tailored letters for specific incidents.

13. Enter the mold clean up as a recurring service request to ensure follow-up. Inspect 30-days after clean up and six months after clean up. As inspections are completed, enter their dates on the *Mold Incident Report* to complete the report. Submit a copy to Engineering

6.0 RELIANCE LANGUAGE

6.1 USE BY THIRD PARTIES

This report was prepared for Ohana Military Communities, LLC, its Managing Member and other Members of Ohana Military Communities, LLC. It may be relied upon by Ohana Military Communities, LLC, its Managing Member and other Members of Ohana Military Communities, LLC, the United States of America, Department of the Navy, Ohana Military Communities, LLC's lenders, including, without limitation, Merrill Lynch & Co., the Bank of New York Trust Company, N.A., the Master Trustee under that certain Master Indenture (the "Indenture"), Trimont Real Estate Advisors, Inc., the Bondholder Representative under the Indenture, and each of their respective officers, directors, employees, affiliates, successors, assigns, legal counsel and advisors.

APPENDIX A

EPA GUIDELINES

Mold Remediation in Schools and Commercial Buildings

www.epa.gov/iaq/molds/images/moldremediation.pdf

A Brief Guide to Mold, Moisture and Your Home

www.epa.gov/iaq/molds/images/moldguide.pdf

NEW YORK CITY GUIDELINES

<http://www.nyc.gov/html/doh/downloads/pdf/epi/epi-mold-guidelines.pdf>

STATE OF HAWAII DEPARTMENT OF HEALTH

How to Remove Mold from Your House

<http://health.hawaii.gov/irhb/files/2013/06/How-to-Remove-Mold-Revised-10-2004.pdf>

APPENDIX B

USEFUL REFERENCES

1. USEPA, *Building Air Quality, A Guide for Building Owners and Facility Managers*, December 1991
2. Sheet Metal and Air Conditioning Contractors National Association (SMACNA), Chantilly, VA, *IAQ Guidelines for Occupied Buildings Under Construction*, November 1995
3. Institute of Inspection Cleaning and Restoration (IICRC), *Standard and Reference Guide for Professional Water Damage Restoration, S500, 3rd Edition*, Institute of Inspection, Cleaning and Restoration Certification, Vancouver, Washington, 2006
4. Washington State Department of Health, Office of Environmental Health & Safety Indoor Air Quality Program, *Got Mold? Frequently Asked Questions About Mold*, November 2009
<http://www.doh.wa.gov/CommunityandEnvironment/Contaminants/Mold.aspx>
5. Center for Disease Control
http://www.cdc.gov/mold/dampness_facts.htm

APPENDIX C
OTHER MICROBIAL HAZARDS

Other Microbial Hazards

Histoplasmosis

A lung disease caused by a fungus sometimes found in bird and bat droppings.

CONTROL MEASURES:

Discourage roosting sites. Use wet methods and wear a disposable respirator during clean-up.

Legionella (Legionnaire's Disease)

A type of bacteria that can cause pneumonia when the bacteria become aerosolized from warm water in water pipes, especially from a two-pipe water delivery system. In these systems, warm or hot water circulates continuously in a loop throughout the building.

CONTROL MEASURES:

Preventive maintenance on HVAC system and any cooling towers.

West Nile Virus

A virus which can infect birds (usually crows and Blue Jays) and can be carried from infected birds to humans by mosquitoes.

CONTROL MEASURES:

Eliminate standing water that could serve as a mosquito breeding site. City or county health departments may have a program to treat large areas of standing water if the area is at risk. Repair damaged screens and take other measures to keep mosquitoes outdoors.

Dust Mites

Nearly microscopic insects which feed on organic matter in dust. People who are allergy-prone are very often allergic to dust mites and their waste products. Dust mites can also trigger asthma attacks in susceptible people.

CONTROL MEASURES:

Good housekeeping to keep dust to a minimum, HEPA vacuuming, and keeping relative humidity below 50%.

APPENDIX D

RESIDENTIAL AND PROPERTY INSPECTION FORMS

MOLD INCIDENT REPORT

FILLED OUT BY MAINTENANCE SUPERVISOR ☐ OR SITE ENVIRONMENTAL COORD ☐

Property Name _____

Person who discovered/reported mold _____ Date _____

Describe where the mold was found (which apt. unit, floor & building) and the surfaces on which it is growing: _____

Probable source of moisture that led to mold growth _____

Health effects reported? ☐ Yes ☐ No Musty, moldy odor? ☐ Yes ☐ No Clean-Up Kit requested? ☐ Yes ☐ No

Visible mold? ☐ Yes ☐ No Mold area more than 10 sq. ft.? ☐ Yes ☐ No

(Check only if less than 10 sq. ft. of mold)

NOTIFICATIONS. E-mail the same day the mold incident was reported.

Reg Dir Facil & Maint ☐ Yes,

Date: ____ First contact 808-216-9293.

Fax (808) 839-9495 (Dispatch)

Corp VP of Engineering ☐ Yes, date: _____

Always required. Also call cell phone (216) 678-0508.

Fax (216) 263-4802

Loss Prevention ☐ Yes, date: _____

☐ No

Required if health effects reported. Also fax the Loss Prevention Liability Report form to Loss Prevention

Fax (216) 416-3648

Regional Mgr. ☐ Yes, date: _____

☐ No

Required if health effects reported or if over 10 sq. ft.

Other: _____

RESPONSE. Fill in the following sections as work is completed.

Date the probable cause of the moisture was corrected: _____

REMEDATION (CLEAN-UP) ACTION TAKEN	DATE

Date remediation completed _____ ☐ 30-day & 6-month follow-up inspection dates have been entered in Corrigo.

FOLLOW-UP. Fax to Engineering after all inspections have been completed.

☐ A follow-up letter of work completed was sent to resident(s) on _____ ☐ N/A

☐ 30-day follow-up inspection completed _____ 6-month follow-up inspection completed _____

Keep original in the Maintenance File. When follow-up inspections are complete e-mail a copy of this form to Corporate Environmental and Engineering at MichaelEddy@forestcity.net and jennifersterin@forestcity.net.

Ohana Military Communities, LLC
Indoor Environmental Quality, Suspected Mold, Mildew or Microbial
Observation Checklist

Date _____ Property _____ Unit _____

Inspected By _____ and _____

Occurrence	Room / Location / Explanation
Water stains or damp/wet areas: carpeting, floors, baseboards, walls or ceilings/tiles. Other evidence of spills or leaks or other damp items including clothes.	
Visible suspected mold or other unsanitary conditions in bathrooms or kitchens, including under sink vanities, or in other living spaces.	
Musty or moldy odors (and apparent or likely source).	
Bubbling paint or damaged drywall or cabinets (or peeling wallpaper)	
Bulging surfaces that could indicate moisture intrusion or hidden suspected mold growth.	
Obstructions to or malfunctions of HVAC vents, diffusers or returns. Damage to clothes dryer vent connection. Unvented or inappropriately vented appliances (dryer or stove/oven) and exhaust fans in kitchen and bathroom. Malfunctioning or perceived lack of use of exhaust fans in kitchen and bathroom.	
Wet or dirty insulation in ductwork or visible suspected mold in ductwork or HVAC system. Drip pans (HVAC or refrigerator) dirty, not flowing properly or obstructed. Drip pan moisture collection systems drain water away as appropriate.	
Overwatered plants or overabundant number of houseplants or vaporizer causing excess humidity in apartment. Pans (that may or may not be filled with water) placed on stove or HVAC unit to add humidity to the air.	
Inadequate housekeeping providing a nutrient source for mold.	
Lack of ventilation /proper air circulation due to overcrowding of furniture and other items. Overfilled closets or storage areas.	
Improper storage of chemicals. Offensive odors drawn in from source outside unit.	
Malfunctioning doors, windows or HVAC systems. Doors and windows closed in damp, humid or rainy weather.	

**Indoor Environmental Quality, Suspected Mold, Mildew or Microbial
Observation Checklist (continued)**

Occurrence	Room / Location / Explanation
Inappropriate temperature and/or humidity level due to infrequent or inappropriate use of air conditioning system, failure to use exhaust fan(s) and/or prolonged periods of cooking.	Actual temp in unit= _____ Describe humidity conditions:
Condensation /visible moisture accumulation on windows or window sills/framing, walls, bathroom tiles, behind toilet tank, countertops or other surfaces.	
Evidence of or observe: roaches, flies, bedbugs, mice, rats, fleas, etc	
Record Moisture Meter Readings: Room, Location & Moisture Level	
Pictures Taken of:	
Comments:	

APPENDIX E
ADDENDUM TO RESIDENTIAL LEASE
RELATING TO MOLD

MOLD AND MILDEW ADDENDUM

This will serve as an Addendum to the Lease dated _____, between
Ohana Military Communities, LLC, Owner, and _____,
("Resident"), regarding property located at _____,
(the "Premises").

Owner desires to maintain a quality living environment for Resident. To help achieve this goal, it is important for the Owner and Resident to work together to minimize any mold growth in the Premises. This Addendum contains information for Resident, and the responsibilities of both Resident and Owner.

1. **ABOUT MOLD:** Mold is found virtually everywhere in the environment—indoors and outdoors in new and old structures. When excess moisture is present inside Premises, mold can grow. Appropriate precautions need to be taken to minimize the potential for mold growth in the Premises.
2. **PREVENTING MOLD:** In order to minimize the potential for mold growth, Owner recommends the Resident should do the following:
 - a. Keep the Premises clean – particularly the kitchen, bathroom(s), carpets and floors. Regular dusting, vacuuming, and mopping removes household dirt and debris that contribute to mold growth. Use environmentally safe household cleaners. A vacuum cleaner with a high-efficiency particulate air ("HEPA") filter will help remove mold spores. Immediately throw away moldy food.
 - b. Do not block or cover any ventilation or air conditioning ducts. Whenever possible, maintain a temperature of 50 to 80 degrees Fahrenheit in the Premises.
 - c. Remove visible moisture accumulation on countertops, windows, windowsills, walls, ceilings, floors, and other surfaces as soon as reasonably possible. Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilet, windows, and patio doors using a common household disinfecting cleaner. Blot dry spills on carpeting.
 - d. Look for leaks in washing machine hoses, faucets, and discharge lines, especially if the leak is large enough to infiltrate into nearby walls.
 - e. Use the bathroom fan when bathing or showering and allow the fan to run until all excess moisture has been vented from the bathroom. Keep the shower curtain inside the tub or fully close the shower doors when showering. After taking a shower or bath: (i) wipe moisture off of shower walls, shower doors, the bathtub and the bathroom floor; (ii) leave bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (iii) hang towels and bath mats so they will completely dry out.
 - f. Use the exhaust fan in the kitchen when cooking or while running the dishwasher and allow the fan to run until all excess moisture has been vented from the kitchen.
 - g. Open windows and doors on days when the outdoor weather is warm and dry (humidity is below 50 percent) to help humid areas of the Premises dry out. Keep windows and doors closed in damp, humid, or rainy weather.
 - h. Clean the lint filter in the clothes dryer after each use and promptly report any damage to the vent connection. If condensations forms in the area, wipe it dry. Dry damp clothing as quickly as possible.

- i. Limit houseplants to a reasonable number to limit excess humidity and limit molds that could grow on the soil surface. Avoid over watering.
 - j. Do not overfill closets or storage areas. Overcrowding restricts airflow.
 - k. Promptly report to the Resident Services Office:
 - i. Any leak, water damage, or signs of water infiltration;
 - ii. Any malfunction in the heating, ventilation, or air conditioning system;
 - iii. Windows or doors that do not open or close properly;
 - iv. Any areas of visible mold (except very small areas that respond to routine cleaning);
 - v. Musty or moldy odors;
 - vi. Health issues that Resident thinks may be linked to the air quality within the Premises;Owner will respond in accordance with this Lease to repair or remedy the situation as necessary.
3. **EXISTING MOLD:** If small areas of mold have already formed on non-porous surfaces (such as ceramic tile, Formica, vinyl flooring, metal, wood or plastic), the Environmental Protection Agency (“EPA”) recommends cleaning the areas with soap or detergent and water, letting the surface dry, and then, within 24 hours, applying a pre-mixed, spray-on-type household biocide, such as Lysol Disinfectant®, Pine-Sol Disinfectant®, Tilex Mildew Remover®, or Clorox Cleanup. Tilex and Clorox contain bleach that can discolor or stain. **Follow the instructions on the container.** Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface. Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because mold may be in adjacent areas, but not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (“HEPA”) filter can be used to help remove mold products from porous items such as sofas, chairs, drapes and carpets—provided fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.
4. **DO NOT CLEAN OR APPLY HOUSEHOLD BIOCIDES TO:** (a) visible mold on porous surfaces such as sheetrock walls or ceilings; or (b) large areas of visible mold on non-porous surfaces. Instead, notify Owner in writing; Owner will take appropriate action in compliance with applicable law.
5. **COMPLIANCE:** If Resident fails to comply with this Addendum, Resident may be held responsible for damage to the Premises and any health problems that may result.

Resident:

Forest City Residential Management, Inc.
Agent for Owner

By: _____

Date:

Date:

MOLD OPERATIONS AND MAINTENANCE PLAN

***OHANA MILITARY COMMUNITIES, LLC
PUBLIC-PRIVATE VENTURE HOUSING - HAWAII***

Prepared for



***5173 Nimitz Road
Honolulu, Hawaii 96818***

September 30, 2015

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1.0 INTRODUCTION

1.1 PURPOSE AND USE

The purpose of this Mold Operations and Maintenance Plan ("Plan") is to provide a plan for property managers and maintenance staff to prevent and address suspected mold and other fungal or microbial hazards in the leased premises and project subject to the Ground Lease.

As provided in the Lease, the Government shall not be responsible for any abatement, removal or containment of any Mold Condition in the Improvements irrespective of when such Mold Condition may have arisen. The Lessee shall be responsible for (i) the costs of abatement, removal and containment of any Mold Condition to the extent required by Environmental Laws or the "Mold Operations and Maintenance Plan" (ii) compliance with and implementation of the "Mold Operations and Maintenance Plan," and (iii) any claims or liability related to any Mold Condition. The term "Mold Condition" means the visual observation of suspected fungal growth (which includes Molds). Lessee shall be responsible for any claims or liability for injury to persons to the extent resulting from (i) Lessee's failure to abate, remove or contain a Mold Condition in the Improvements to the extent required by Environmental Laws or the Mold Management Plan, or (ii) the disturbance of a Mold Condition during the Term of this Agreement by the Lessee or any other person other than the Government or its agents, employees, contractors or subcontractors.

This Plan is based, in large part, on the publication *Mold Remediation in Schools and Commercial Buildings*, an industry standard published by the U.S. Environmental Protection Agency (EPA) and the New York City Department of Health's *Guidelines on Assessment and Remediation of Fungi in Indoor Environments*, which is also used widely in the industry. A link to the EPA and New York City documents and other EPA mold related publications is contained in Appendix A. A local guide by the Hawaii Department of Health is also provided in Appendix A on how to remove mold from your house. Links to the Center for Disease Control information, and other mold related information are contained in Appendix B.

All activities performed under this Plan shall be performed in accordance with Environmental Laws. "**Environmental Laws**" means any present or future federal, state, or local law, regulation, ordinance, code, plan, order, permit, grant, restriction, certification, or agreement issued, entered, promulgated or approved thereunder, relating to (a) the generation, manufacture, presence, release, discharge, use, storage, handling, transportation or disposal of Environmental Hazard, including the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) 42 U.S.C. § 9601, et seq., as amended and Solid Waste Disposal Act, 42 U.S.C. § 6901, et seq., as amended, (b) pollution, (c) environmental protection, (d) human health or occupational safety, (e) endangered or threatened species or (f) the environment.

To the extent this Plan is attached to the Ground Lease, this plan shall be followed by the Manager and Lessee. For the purpose of the Plan, the term "**Manager**" shall mean the Design-Builder under the Design-Build Agreement, and Construction Manager under the Construction Management Agreement, and Property Manager under the Property Management Agreement and "Lessee" under the Ground Lease. All conflicts between

this Plan and the Ground Lease shall be governed by the Ground Lease. The Manager will comply with requirements of this Plan.

Capitalized terms not otherwise defined herein shall have the meanings set forth in the Ground Lease, dated as of even date herewith, by and between the Lessee and the Department of the Navy (the Ground Lease).

This Plan covers the Leased Premises and Project.

1.2 SITE INFORMATION

This Plan covers the following Department of the Navy (Navy and Marine Corps) family housing communities in Hawaii on the islands of O'ahu and Kauai:

1.2.1 Navy Family Housing Communities

- | | |
|---------------------------------------|---|
| ▪ Halsey Terrace | ▪ Hokulani |
| ▪ McGrew Point | ▪ Moanalua Terrace |
| ▪ Radford Terrace | ▪ Catlin Park |
| ▪ Camp Stover (Wheeler AAF) | ▪ Maloelap |
| ▪ Doris Miller Park | ▪ Ford Island – Kamehameha Loop |
| ▪ Ford Island North (Battleship Cove) | ▪ Ford Island South (FI Landing) |
| ▪ Ford Island Nob Hill | ▪ Ford Island – Luke Field |
| ▪ Halawa | ▪ Hale Ali'i (Pearl Harbor) |
| ▪ Hale Moku | ▪ Hospital Point (Pearl Harbor) |
| ▪ Makalapa | ▪ Manana Navy (Pearl City) ¹ |
| ▪ Marine Barracks (Pearl Harbor) | ▪ NCTAMS (Hele Mai) |
| ▪ Pearl City Peninsula | ▪ Pearl City Peninsula (Pan Am) |
| ▪ PMRF (Barking Sands, Kauai) | |

Note: Community to be demolished except for two units

1.2.2 Marine Corps Family Housing Communities

- | | |
|---------------|-------------------|
| ▪ Camp Smith | ▪ Manana Marines |
| ▪ Hawaii Loa | ▪ Heleloa |
| ▪ Hana Like | ▪ Kapoho Hillside |
| ▪ Kaluapuni | ▪ Mokolea |
| ▪ Nani Ulupau | ▪ Pa Honua |
| ▪ Mololani | ▪ Mokapu Ct. |
| ▪ Ulupau | ▪ Waikulu |

1.3 MOLD AND OTHER MICROBIAL HAZARDS

Mold spores are a normal presence in outdoor and indoor air. When building materials have become moist or water-damaged due to excessive humidity, chronic leaks, condensation, water infiltration or flooding, mold may grow.

2.0 RESPONSIBILITIES

2.1 REGIONAL DIRECTOR OF FACILITIES AND MAINTENANCE

The Regional Director of Facilities and Maintenance (with assistance from Maintenance Managers or Maintenance Supervisors) at each location will be responsible for the implementation of this Plan.

The Regional Director of Facilities and Maintenance will facilitate forwarding of reports of suspected mold and appreciable water damage to the Corporate Office (Vice President of Engineering) at cell phone **(216) 678-0508) or via email** as soon as practicable.

The Site Environmental Coordinator will submit the Mold Incident Reports via email to the Corporate Vice President of Engineering and to the Corporate Environmental Program Manager Phone at (216) 333-4516.

The Site Environmental Coordinator and Maintenance Manager in consultation with the Regional Director of Facilities and Maintenance are responsible for implementing routine and emergency procedures as described in Section 4 of this Plan when mold is suspected and is responsible for procuring the services of a qualified mold remediation contractor as required.

The local Site Environmental Coordinator is responsible for maintaining records related to mold incidents and for providing the information to the Department of the Navy. Records for suspected mold incidents will be retained for the duration of the Ground Lease. The Site Environmental Coordinator will be responsible for maintaining a cumulative report of suspected mold incidents in electronic format.

2.2 MAINTENANCE AND OPERATIONS PERSONNEL

Ohana Military Communities, LLC (OMC) maintenance and operations personnel who discover suspected mold during their routine maintenance and operations activities will contact the Regional Director of Facilities and Maintenance to report suspected mold incidents and document any implemented and/or proposed actions (see Section 3.3 and 4) to address water damage and suspected mold.

3.0 MOLD MANAGEMENT

3.1 INSPECTION

Inspection of mold will be conducted during resident turnover and/or upon the report of suspect mold conditions by the resident(s). In general, maintenance personnel will check for the following as part of the mold inspection:

- Discolored patches or speckled growth on walls or ceilings
- Earthy or musty odor
- Water damage – underneath water-damaged surfaces or behind walls, ceiling

3.2 ASSESSMENT FOR MOLD REMEDIATION

If the mold problem is less than 10 square feet (SF) of affected area, it will be handled by mold-trained maintenance staff (see requirements in Section 5) in accordance with Section 4 of this plan. However, if the affected area is greater than 10 SF, a qualified mold contractor will be hired to remediate the mold.

3.3 ELEMENTS OF MOLD REMEDIATION

Elements of mold remediation generally include the following:

- Identify and eliminate sources of moisture
- Identify and assess the magnitude and area of mold contamination
- Clean and dry moldy areas (using personal protective equipment and containment as necessary)
- Properly dispose of all material that may have mold residues

3.4 MOLD PREVENTION

As part of the lease signing process, prospective residents will read and sign a mold addendum indicating that they understand their responsibilities for preventing the growth of mold in their leased unit. Ohana Military Communities, LLC may also provide literature on the prevention of mold (refer to Appendix A for a link to: *A Brief Guide to Mold, Moisture, and Your Home*).

4.0 MOLD POLICY, PROCEDURES AND FORMS

4.1 POLICY

The Property Manager's Maintenance Supervisor will immediately report **all** instances of known or suspected mold growth to the Corporate Director of Engineering [(216) 678-0508] and will complete and e-mail a "Mold Incident Report" and follow notification requirements on the form.

If the mold coverage is **less than 10 SF** and there are no complicating factors, the Corporate Vice President of Engineering or his designee will provide the appropriate health and safety equipment for trained on-site staff to perform the clean up (see staff training requirements in Section 5).

If there are complicating factors or the mold coverage is **greater than 10 SF**, a qualified contractor will be hired to conduct mold remediation.

For all instances in which mold becomes recurring issue in any housing unit, OMC will report the incident to the Department of the Navy for awareness purposes.

4.2 PREVENTATIVE AND CLEANUP PROCEDURES

The Property Manager's Maintenance Supervisor will be responsible for implementing the following preventative and cleanup procedures.

1. Practice preventive building maintenance to prevent conditions that favor mold growth. Refer to links in Appendices A and B for guidance.
2. Educate Property Manager personnel involved in lease signing in mold prevention. As part of the lease-signing process, residents must sign a mold addendum indicating that they understand their responsibilities for preventing mold growth and reporting requirements for suspected mold observed in their housing. Resident responsibilities concerning suspected mold growth are referenced in the Resident Handbook.

Within the first 30 days of employment (or prior to the first mold cleanup activity, whichever comes first), train Property Manager's maintenance and operations staff using the appropriate mold training module(s) (refer to Section 5). Document training (refer to Section 4.3 for mold training attendance documentation) and fax to the Business To Associate Development (BTAD) at (216) 928-0772.

3. Repeat training annually.
4. If materials become water damaged, prevent mold growth by drying materials **within 48 hours** whenever possible. Drying materials will only be allowed for damage caused by clean water. For cleaning of materials contaminated with "dirty" water (i.e. gray or black water), the Property Manager's Maintenance Supervisor will consult an industrial hygienist, a mold assessment or remediation professional, or a health and safety professional. EPA Table 1: Water Damage – Clean-up and Mold Prevention presented in Section 5.0 of this Plan provides guidelines for response to clean water damage within 24-48 hours to prevent mold growth. Use a moisture meter to diagnose extent of moisture intrusion and to confirm corrective action. Inspections will be performed by operations and maintenance personnel during routine resident turnover and other housing unit and building inspections, or if requested by the resident to ensure that preventive measures have been effective.
5. When a mold incident occurs, maintenance staff will document it on the "Mold Incident Report". E-mail a copy to the Corporate Vice President of Engineering or his designee and phone the Vice President Engineering or his designee and request a Mold Clean-Up Kit from the Maintenance Manager for projects that can be handled by on-site maintenance staff.
6. Assess conditions at the affected housing unit by conducting the following:
 - Determine what moisture conditions enabled the mold to grow and fix the problem. If the cause is not addressed, the mold growth is likely to recur after clean up.
 - Vacate residents from the immediate work area. If persons in adjacent

areas have respiratory problems, allergies, or are immune-suppressed, also vacate them while work is in progress.

- Turn off air flow from the contaminated space to confine mold spores and debris to the work area.
- Wear appropriate personal protection equipment (PPE) specified in the procedure in Section 5. For mold clean-ups under 10 SF, USEPA guidelines recommend using a N95 or N100 respirator. A disposable N-95 or N-100 filtering face piece respirator can be provided upon request for use by property personnel to perform mold clean-ups under 10 SF. The use of disposable coveralls is optional for mold clean-up of 10 SF or less.
- A containment barrier is not required for small jobs, but may be constructed from polyethylene sheeting if the Maintenance Supervisor determines that this additional precaution is warranted.
- To minimize the release of spores and dust during work, mist but do not soak the contaminated surface.

7. Clean the affected area by conducting the following:

- Determine if the surface can be thoroughly cleaned. Mold-contaminated ceiling tiles, insulation, wallboard, sheetrock, and cellulose or fiberglass insulation are porous materials that usually should be discarded and replaced. Carpeting and backing should usually be replaced. See links to EPA Guidelines in Appendix A for further details. If a material is questionable, the Maintenance Manager and Regional Director of Maintenance and Engineering will consult the Corporate Vice President of Engineering or his designee.
- Package all mold-damaged materials in plastic bags or plastic sheeting and dispose of properly. If the affected building was constructed prior to 1981 and is presumed to contain asbestos, an asbestos remediation contractor may need to be hired to handle the asbestos. Pre-1978 construction has the potential to contain lead based paint (LBP) and a LBP contractor may need to be hired to perform work in relation to materials containing LBP. Consult the LBP and Asbestos Management Plans for more information.
- For **hard, smooth surfaces such as plastic, metal, ceramic tile, vinyl and linoleum**, scrub the affected surface using hot water and a mild, non-ammonia detergent. Rinse, then wipe dry. Use of bleach is discouraged except where needed as a disinfectant. If good outdoor ventilation is available, a solution of 1-1/2 cup household bleach in one gallon of water can be applied to the cleaned surface. Never use full strength chlorine bleach (which is actually less effective but more hazardous than diluted bleach) and never mix ammonia with bleach; the toxic fumes are themselves a health hazard. Bleach may harm some surfaces.
- For **wood surfaces**, scrub with wood floor cleaner, rinse, and dry.
- For **carpeting with slight, localized damage**, wet vacuum or steam clean and dry within 48 hours.

- For concrete or cinder block, use a stiff brush to work detergent into solution below the surface. Extract with a wet vacuum and accelerate drying as needed.
- 8. After the surface has been cleaned, dry the clean surface as quickly and thoroughly as possible. If the surface is porous, use a water extraction vacuum, a dehumidifier, or fans as necessary to accelerate drying. Final clean with a high efficiency particulate air (HEPA) vacuum.
- 9. Seal trash and disposable personal protective equipment in plastic for disposal before leaving the work area.
- 10. Following completion of mold remediation in a housing unit, issue a follow-up letter (refer to Section 4.3 for form letter) to the resident to include tips on mold prevention. File a copy of the letter in the resident's file.
- 11. Conduct a follow-up inspection of the affected housing unit 30 days and 180 days after the cleanup and document the inspection on the Mold Incident Report to complete the report. Fax or e-mail the completed report to the Engineering Department. Retain a copy in RM files.

4.3 MOLD RELATED FORMS

The Regional Director of Facilities and Maintenance, Maintenance Manager and Site Environmental Coordinator will be responsible for completing the following forms and letter for reporting mold incidents, follow-up with affected resident, and documenting staff training.

MOLD INCIDENT REPORT

FILLED OUT BY MAINTENANCE SUPERVISOR ☐ OR SITE ENVIRONMENTAL COORD ☐

Property Name (address/neighborhood) _____

Person who discovered/reported mold _____ Date _____

Describe where the mold was found (which apt. unit, floor & building) and the surfaces on which it is growing: _____

Probable source of moisture that led to mold growth _____

Health effects reported? ☐ Yes ☐ No Musty, moldy odor? ☐ Yes ☐ No Clean-Up Kit requested? ☐ Yes ☐ No
(Check only if less than 10 sq. ft. of mold)
Visible mold? ☐ Yes ☐ No Mold area more than 10 sq. ft.? ☐ Yes ☐ No

NOTIFICATIONS. E-mail the same day the mold incident was reported.

Reg Dir Facil & Maint ☐ Yes, Date: _____ First contact (808) 839-4257.

Fax (808) 839-9495 (Dispatch)

Corp VP of Engineering ☐ Yes, date: _____ Always required. Also call cell phone (216) 678-0508.

Fax (216) 263-4802

Loss Prevention ☐ Yes, date: _____ ☐ No Required if health effects reported. Also fax the Loss Prevention Liability Report form to Loss Prevention
Fax (216) 416-3648

Regional Mgr. ☐ Yes, date: _____ ☐ No Required if health effects reported or if over 10 sq. ft.

Other: _____

RESPONSE. Fill in the following sections as work is completed.

Date the probable cause of the moisture was corrected: _____

REMEDATION (CLEAN-UP) ACTION TAKEN	DATE

Date remediation completed _____ ☐ 30-day & 6-month follow-up inspection dates have been entered in Corrigio.

FOLLOW-UP. Fax to Engineering after all inspections have been completed.

☐ A follow-up letter of work completed was sent to resident(s) on _____ ☐ N/A

☐ 30-day follow-up inspection completed _____ 6-month follow-up inspection completed _____

Keep original in the Maintenance File. When follow-up inspections are complete and e-mail a copy of this form to Engineering at MichaelEddy@forestcity.net.

EXAMPLE FOLLOW-UP LETTER

Date: _____

Resident Name
Street Address
City and State
Apt. #

Dear _____:

Action has been taken to clean up the mold in your home. We have _____. We hope all your concerns have been addressed. If not, please contact our Management Office.

To the best of our knowledge, the condition(s) that led to the mold growth was _____.

Your health is important to us and we strive to provide a quality environment for our residents and staff. By working together, we can minimize the likelihood of a future mold or mildew problem in your home. We hope you will find the attached *Tips for Preventing Mold and Mildew* to be helpful.

We will be contacting you regarding follow-up inspections to ensure that mold growth in your home has not recurred. If you notice any musty odors or see mold growth before the follow-up inspection, please call us promptly. Thank you for your continued cooperation.

Sincerely,

Property Manager

Enclosure: *Tips for Preventing Mold and Mildew*

cc: On-site Maintenance File

5.0 MOLD/MILDEW TRAINING

5.1 PERSONNEL TRAINING

Maintenance and operations personnel will be trained in the recognition and cleanup of suspected mold. New employees will be trained within their first 30 days of employment or prior to their first mold clean-up project, whichever comes first, and will attend refresher training annually. All onsite maintenance and operations personnel will be provided **Mold and Mildew Awareness Training** as detailed below. In addition to the awareness training, the Maintenance Supervisor, maintenance, custodial, and housekeeping staff (or anyone likely to do hands-on cleanup of mold) will be trained in **Mold Clean-Up Procedures** detailed below and will become familiar with Section 4 of this Plan. The Property Manager and Maintenance Supervisors will review and become familiar with this Plan, including all appendices and references materials, and will ensure that training records are kept up to date.

5.2 TRAINING

The Mold and Mildew Awareness Training module (below) will be reviewed by all onsite staff within 30 days of their employment, or prior to their first mold clean-up project, whichever comes first, and annually thereafter. BTAD will distribute an annual memorandum regarding mold training similar to the following.



Memorandum – Mold Training

To: All Property Managers

From: FCRM Business to Associate Development
(BTAD)

Re: Mold Awareness Training

Property Managers and Maintenance Supervisors will schedule team training for on-site associates to be administered. All completed Acknowledgements and/or Assessments are due to corporate annually in **December of each year**.

Steps for conducting the annual Mold Awareness Training, led by the Maintenance Supervisor (or Property Manager if Maintenance Supervisor position is vacant):

1. **Read** this memo entirely before beginning.
2. **ALL associates** are required to complete Mold Awareness Training by either reading or listening to someone read "Mold Awareness Training".
3. **Maintenance Supervisor, Maintenance, Custodial, and Housekeeping are required to continue with training of Clean-Up Procedures** by completing Step 2, reading or listening to someone read "Training in Mold Clean-Up Procedures", **AND** Mold Policy 14.500 Procedures 8 – 13. This is for anyone likely to do hands-on clean-up of mold.
4. **Property Managers, Maintenance Supervisors, and Security Directors are required to complete supervisory training** by completing step 2 (and step 3 for Maintenance Supervisors), reading the entire Mold Policy 14.500 and its attachments, reviewing and becoming familiar with the contents of the Mold O&M Manual, **AND** ensuring that training records are current. If you do not have an O&M Manual, contact the Engineering Dept.
5. **Print** copies of the current Mold Training Acknowledgement and Assessment and administer to ALL associates.
6. **All Administrative, Leasing/Relocation, amenity-related associates, and Security Guards** must complete a Mold Training Acknowledgement (top portion). This is the minimum requirement for these positions if they are not completing an assessment.
7. **Property Managers, Maintenance Supervisors, Security Directors, Maintenance, Custodial, and Housekeeping** must complete a Mold Training Acknowledgement (top portion) **AND** Assessment (bottom portion).
8. **Verify** all Acknowledgments and Assessments are signed and filled out completely. Please make sure names are legible.
9. **Scan/e-mail or fax** completed Acknowledgements/Assessments and names of any associates not trained due to STD or other leave to Becca Martello in December each year for grading and recording. Do not grade copies on-site. Once these are graded and recorded, copies of all Assessments will be returned to the Property Manager.
10. **File** original Acknowledgements and Assessments in the "Training" section of your Mold O&M Manual.

11. **Review** Assessments when returned. Discuss any incorrect answers with associates. A minimum score of 12 must be achieved. If an associate scores below 12, the Property Manager will be notified and the associate will be required to retake and resend the Assessment. Place graded assessments in the "Training" section of Mold O&M Manual. Once the graded assessment copies are filed, original assessments may be discarded.
12. **Replace** any Assessment that was retaken and passed with the original in the "Training" section of the Mold O&M Manual.
13. **Contact** Becca Martello with any questions.
14. **Result:** Each required associate will understand all training material content and be able to perform related functions according to policy.

REQUIRED ASSOCIATES INCLUDE: Property/General Manager, Maintenance Supervisor, Operations Manager, Maintenance Tech, Custodian, Housekeeping, and Security Director.

ALL OTHER ASSOCIATES (Administrative, Leasing/Relocation, amenity-related associates, and Security Guards) are not required to take the Assessment, BUT must complete the top portion (Acknowledgement) showing they read or listened to someone read "Mold Awareness Training".

****A completed document is required for EVERY associate – either a Mold Training Acknowledgement (top portion) OR Assessment (with Acknowledgement portion completely filled out).**

Note: New employees should be trained within the first month of employment as per FCRMI policy. The new associates would then participate in the next round of annual training with the intent that everyone receives training annually (roughly every 12 months).

Attachments to this e-mail:

Mold Awareness Training

Training in Mold Clean-Up Procedures

Mold Training Acknowledgement and Assessment (one page)

FCRMI Mold and Mold Training Policy, 14.500 (revised 12/08)

MOLD & MILDEW

AWARENESS TRAINING

Awareness training for all on-site staff

WHY THE TRAINING PROGRAM?

Every set of eyes is needed to watch for water damage and mold growth. Every hour counts when it comes to preventing mold from growing. If mold already has a foothold, it's important to report it to the Maintenance Supervisor, who can take appropriate action before a small problem becomes a large problem.

WHAT IS MOLD?

Molds are non-green plants that can grow without sunlight and they are present throughout the environment. Along with mildew, mushrooms, and yeast, molds are classified as fungi. Over 60,000 species of mold have been identified.

Outdoors, molds play a vital role in breaking down leaves, wood, and plant debris into fertile soil. Because molds grow by digesting organic material, they gradually destroy whatever they grow on. Indoors, molds can damage or destroy building materials and impair the health of building occupants in the process.

Molds reproduce by releasing spores which are microscopic in size. There are some mold spores in the air all the time, both indoors and outdoors. When mold grows indoors, air currents and the HVAC system can carry spores great distances. With adequate moisture and a nutrient source, spores of many species can germinate and begin to grow into mold plants within 48 hours. All molds need water to begin growing, so controlling moisture is the key to controlling mold. Spores which land in a dry location may lie dormant for many years, but can become activated if exposed to moisture.

Molds have root-like structures that can penetrate deep into porous materials. This complicates clean-up efforts because mold growth could recur even after surface growth has been scrubbed away and even if a disinfectant such as bleach has been used. Follow-up inspections are important to check for renewed growth.

HEALTH EFFECTS

Research on health effects is ongoing. Not all molds are considered harmful, but some common molds have been linked to allergic reactions and more serious illnesses, so it is a good idea to eliminate all mold growth from the indoor environment. Some people are more sensitive to mold exposure than others. The most susceptible individuals:

- ♦ Have existing respiratory conditions such as allergies, asthma, or chemical sensitivities.
- ♦ Have weakened immune systems due to HIV infection, chemotherapy, transplant surgery, etc.
- ♦ Are infants, babies, young children, or the elderly.

It is important to note that both dead and living mold can produce allergic and even toxic reactions in sensitive individuals. It is not enough to kill mold; it must be cleaned up. Dead spores can carry allergens just as effectively as viable (living) spores and are easily dispersed when a mold plant is dry or dead.

Health effects are the result of exposure by skin contact, by breathing in mold spores or fragments of mold plants, or by eating moldy food. Typical allergenic symptoms resulting from airborne mold exposure (either alone or in combination) are:

- ♦ Respiratory problems such as wheezing, difficulty breathing, and shortness of breath.
- ♦ Nasal and sinus congestion.
- ♦ Eye irritation (burning, watery, or reddened eyes).
- ♦ Dry, hacking cough.
- ♦ Nose or throat irritation.

The above symptoms could also be due to allergies triggered by pollen, pet dander, dust mites, or any number of other allergens. They do not “prove” mold exposure.

Some mold plants can cause skin rashes or skin irritation if they are touched. Moldy food should be discarded.

Mold-related illness due to indoor sources can best be “treated” by cleaning up the mold and eliminating its moisture source so new growth does not occur.

EVALUATING A MOLD PROBLEM

Small amounts of growth on nonporous surfaces in bathroom showers can and should be cleaned up by residents using household products designed for the purpose. This should be a part of routine housekeeping. Although such growth can be black and slimy, it typically feeds on soap residue and is not likely to be the “toxic black mold” that have been reported in the media.

Stachybotrys (stack-ee-botch-us), otherwise known as “toxic black mold,” feeds on cellulose (wood or paper-based) products that have stayed wet for a week or longer. When it is found indoors, it will most often be growing on wet wallboard or on ceiling tiles. If Stachybotrys is found growing inside a building, it indicates that a moisture problem was not corrected quickly and materials were not dried within the first 48 hours. At least one species of Stachybotrys can produce mycotoxins which can cause severe allergic reactions and possibly more serious health effects as well. Scientists continue to research possible links to serious illnesses, but at the present time, there are many conflicting reports and no conclusive answers.

On-site staff does not have to be concerned with identifying types of mold. That is not the responsibility of maintenance personnel. If any kind of mold is found growing indoors, it needs to be approached with caution and cleaned up by either on-site maintenance personnel or qualified contractors as designated in this Plan. Trained on-site staff wearing protective equipment can safely handle small projects. Professionals will be called in to handle large or complicated projects. If mold growth is discovered by maintenance staff, they are not to touch or disturb the mold in any way. Disturbing the mold could release spores into the air which could be inhaled. Instead, report the mold to the Maintenance Supervisor immediately

When a mold problem is reported by a resident or is discovered by staff, the Maintenance Supervisor should call/notify the Maintenance Manager who will notify the Regional Director of Facilities and Maintenance and Site Environmental Coordinator. The Regional Director of Facilities and Maintenance and/or Site Environmental Coordinator will in turn notify the Corporate Vice President of Engineering or his designee at the Corporate office as soon as practicable. A Mold Incident Report will need to be filled out and submitted via e-mail.

The Regional Director of Facilities and Maintenance, in consultation with the Corporate Vice President of Engineering or his designee will decide if the project should be handled by on-site staff. A Mold Clean-Up Kit containing protective equipment as needed for the project, such as a disposable respirator (if requested), goggles, gloves, and coveralls (optional) will be used. Cleaning supplies should already be on hand at the property maintenance warehouse.

If hidden mold growth is known or suspected, the Maintenance Supervisor should not attempt to conduct an investigation unless authorized to do so by the Regional Director of Facilities and Maintenance in consultation with the Corporate Vice President of Engineering or his designee. (Note: The Site Environmental Coordinator can direct or conduct this type of investigation.) Personal protective equipment prescribed in accordance with the training may need to be worn and precautions must be taken to contain an anticipated spore release when mold is disturbed as wall or floor cavities are opened. A professional may need to be hired.

WHAT TO REPORT TO THE MAINTENANCE SUPERVISOR:

Report Water Damage

- ♦ Report water damage immediately! If materials are dried within 48 hours, mold growth can probably be prevented. It's important to respond quickly to leaks, overflows, and flooding.

Report Visible Mold Growth

- ♦ There are many different kinds of mold. Mold can look cottony, slimy, leathery, granular, velvety, or sooty. Color, shape, and pattern may vary according to nutrient source and growing conditions as well as the type of mold. Circular patterns are common. Often several kinds of mold will grow on the same surface. If it looks like mold, report it.

Report Moldy Odors

- ♦ Most molds have an unpleasant musty or earthy odor. Mold growing in a hidden location may have an odor even if not readily visible.

Report Signs of Hidden Mold

- ♦ Discoloration or staining on a surface could be a sign that mold is growing behind it.
- ♦ Bulging surfaces could indicate moisture intrusion and hidden mold growth.
- ♦ Standing water near an outside air intake could be a clue to moisture or mold in the HVAC system. Slimy or foamy water in drip pans of air handling or air conditioning units can also be a sign of a mold problem.

Report Conditions That Could Favor Mold Growth, such as:

- ♦ High humidity and lack of air circulation in part of the building.
- ♦ A wet foundation.

- ♦ Landscaping mulch piled too high against the building.
- ♦ Broken sprinkler heads.

Report Health Complaints

- ♦ If a resident or staff member complains of health problems and thinks the symptoms are due to mold exposure in the building, report the complaint to the Maintenance Supervisor.

COMMON PLACES FOR MOLD TO GROW

- ♦ Any location where there has been a spill, leak, or water damage, especially if the area had been wet for over 48 hours.
- ♦ Areas where there has been an overflow from tubs, sinks, or toilets.
- ♦ Surfaces with water condensation or exposed to high humidity.
- ♦ Pipe chases and utility tunnels (due to leaking or condensing pipes).
- ♦ Wet or dirty insulation in ductwork.
- ♦ Basements, crawl spaces, and lower rooms.
- ♦ Window frames and outside walls.
- ♦ Carpets and carpet backing, (especially dirty carpeting).
- ♦ Ceiling tiles (especially top surface), and roofing materials above ceiling tiles.
- ♦ Any moisture-damaged paper or wood products.
- ♦ Behind bubbling paint or stained/peeling wallpaper or sheetrock.
- ♦ Overwatered indoor plants and areas of exposed soil.

Mold Clean-Up Procedure

Training for Small Projects

(less than 10 SF)

For on-site Maintenance, Custodial, and Housekeeping staff

EQUIPMENT

Keep the following supplies on hand for a mold emergency:

- Moisture Meter (to help diagnose the extent of a problem and to ensure that all materials dry following clean-up)
- 6-mil polyethylene sheeting (to build mini-enclosures, or to wrap damaged building materials for disposal)
- Heavy plastic disposal bags
- Duct tape
- Mild detergent
- Disposable scrub brushes, sponges, and cloths
- Plastic spray bottles for misting mold to keep it damp
- Household bleach (optional)

OTHER HELPFUL EQUIPMENT

- Wet vac
- HEPA vac (have on site or know where to rent). The filters in HEPA vacs are designed to trap extremely small particles like mold spores. Do not use a non-HEPA vac for mold clean-up.
- Blowers, fans (have on site or know where to rent)
- Dehumidifiers (have on site or know where to rent)

PROCEDURES

- The Site Environmental Coordinator will complete a Mold Incident Report and email to the Regional Director of Facilities and Maintenance, Maintenance Manager and Corporate Vice President of Engineering and his designee.
 - Call or contact the Maintenance Manager to obtain the appropriate health and safety equipment. a Mold clean-up supplies containing personal protective equipment (PPE) including goggles, gloves, and protective coveralls (if needed) are available. For mold clean-ups under 10 SF USEPA guidelines recommend using a N-95 or N-100 respirator. A disposable N-95 or N-100 filtering face piece respirator can be provided upon request for use by property personnel to perform mold clean-ups under 10 square feet. **Note:** the required use of a dust mask/disposable paper type respirator such as the N-95 will trigger compliance measures per the federal Respiratory Protection standard (1910.134) including a written respiratory protection program with work site specific procedures and medical evaluation of employees. For employees requesting a disposable N-95 or N-100 filtering facepiece respirator when not required under the OSHA Standard, Appendix D to Sec. 1910.134 (Mandatory) Information must be provided along with a copy of the disposable respirator instructions.
- Plan the work and decide what clean-up methods will be used. See Mold Policy 14.500 and EPA Table 2 for detailed guidance.

- Assemble equipment needed for the project.
- Notify and evacuate resident(s) from the work area.
- Turn off or block airflow that could carry spores outside the work area. For small projects, it is not usually necessary to construct containment barriers.
- Put on goggles, gloves, and coveralls as needed. If choosing to wear the above-referenced disposable respirator, then put it on.
- Using a spray bottle, mist (but do not soak) visible mold. This keeps some of the mold from becoming airborne.
- Proceed with mold clean-up (remediation).
- HEPA vacuum as a final clean-up step. Do a final wipe-down with a damp cloth if HEPA vac not available.
- Before leaving the work area, carefully remove and dispose of PPE. Seal contaminated materials in a plastic bag or plastic sheeting.
- Remove any protective barriers or signs and restore normal air flow.

EPA Table 1: Water Damage – Cleanup and Mold Prevention	
Guidelines for Response to Clean Water Damage within 24-48 Hours to Prevent Mold Growth	
Water-Damaged Material	Actions
Books and papers	<ul style="list-style-type: none"> • For non-valuable items, discard books and papers. • Photocopy valuable/important items, discard originals. • Freeze (in frost-free freezer or meat locker) or freeze-dry.
Carpet and backing – dry within 24-48 hours	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Reduce ambient humidity levels with dehumidifier. • Accelerate drying process with fans.
Ceiling tiles	<ul style="list-style-type: none"> • Discard and replace.
Cellulose insulation	<ul style="list-style-type: none"> • Discard and replace.
Concrete or cinder block surfaces	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters.
Fiberglass insulation	<ul style="list-style-type: none"> • Discard and replace.
Hard surface, porous flooring* (Linoleum, ceramic tile, vinyl)	<ul style="list-style-type: none"> • Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary. • Check to make sure underflooring is dry; dry underflooring if necessary.
Non-porous, hard surfaces (Plastics, metals)	<ul style="list-style-type: none"> • Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary.
Upholstered furniture	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters. • May be difficult to completely dry within 48 hours. If the piece is valuable, a restoration/water damage professional who specializes in furniture may be consulted.
Wallboard (Drywall and gypsum board)	<ul style="list-style-type: none"> • May be dried in place if there is no obvious swelling and the seams are intact. If not, remove, discard, and replace. • Ventilate the wall cavity, if possible.
Window drapes	<ul style="list-style-type: none"> • Follow laundering or cleaning instructions recommended by the manufacturer.

Wood surfaces	<ul style="list-style-type: none"> Remove moisture immediately and use dehumidifiers, gentle heat, and fans for drying. (Use caution when applying heat to hardwood floors.) Treated or finished wood surfaces may be cleaned with mild detergent and clean water and allowed to dry. Wet paneling should be pried away from wall for drying.
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Table 2: U.S. EPA Guidelines for Remediating Building Materials with Mold Growth Caused by Clean Water*			
SMALL - Total Surface Area Affected Less Than 10 square feet			
Material or Furnishing Affected	Cleanup Methods†	Personal Protective Equipment	Containment
Books and papers	3	Minimum: N-95 or N-100 respirator (disposable dust mask), gloves, and goggles	None required
Carpet and backing	1, 3		
Concrete or cinder block	1, 3		
Hard surface, porous flooring (linoleum, ceramic tile, vinyl)	1, 2, 3		
Non-porous, hard surfaces (plastics, metals)	1, 2, 3		
Upholstered furniture & drapes	1, 3		
Wallboard (drywall and gypsum board)	3		
Wood surfaces	1, 2, 3		

Cleanup Methods (see Table 2):

- Method 1:** Wet vacuum (in the case of porous materials, some mold spores/fragments will remain in the material but will not grow if the material is completely dried). Steam cleaning may be an alternative for carpets and some upholstered furniture.
- Method 2:** Damp-wipe surfaces with plain water or with water and detergent solution (except wood —use wood floor cleaner); scrub as needed.
- Method 3:** High-efficiency particulate air (HEPA) vacuum after the material has been thoroughly dried. Dispose of the contents of the HEPA vacuum in well-sealed plastic bags. **DO NOT USE A REGULAR VACUUM CLEANER! ONLY A HEPA FILTER IS CAPABLE OF TRAPPING MOLD SPORES.** If a HEPA vacuum is not available, do not use Method 3.
- Method 4:** Discard/remove water-damaged materials and seal in plastic bags. Dispose of as normal waste. HEPA vacuum area after it is dried.

Personal Protective Equipment (PPE)

- Less than 10 sq. ft.:** Gloves and goggles. Disposable N-95 or N-100 filtering face piece respirator available upon request; usage is on a voluntary basis. Coveralls (disposable) are optional on an as needed basis.

MOLD
2009 TRAINING ACKNOWLEDGEMENT AND ASSESSMENT

ACKNOWLEDGEMENT:

Print Name	_____	Community	_____
Sign Name	_____	Position	_____
Date Trained	_____	Trained By	_____

ASSESSMENT:

- Circle One
- 1 **True** **False** I am prohibited from hiring a mold remediation contractor without obtaining pre-approval from Engineering and my manager.
- 2 **True** **False** It is okay for me to replace drywall for mold cleanup before repairing the moisture source.
- 3 **True** **False** To prevent mold within 48 hours of a flood, I can pull back the carpet and use dehumidifiers.
- 4 **True** **False** When investigating a mold complaint, it is not important for me to ask the resident if he has repeatedly wiped/cleaned mold from the area over a period of time.
- 5 **True** **False** Water, tainted with sewage, ruptured from plumbing fixtures can be handled in the same manner as a ruptured drinking water line.
- 6 **True** **False** If I delay responding to/addressing excessive moisture, the mold growth will likely expand.
- 7 **True** **False** Elevated and extremely excessive humidity can, over time, cause just as much mold growth as water damage.
- 8 **True** **False** A mild, non-ammonia liquid dishwashing or other surfactant detergent mixed with warm water is best for cleaning off mold surfaces.
- 9 **True** **False** Use of chlorine bleach (in any form) is discouraged because it is a hazardous substance, except when needed for disinfectant or with detergent to remove stains caused by mold.
- 10 **A** **B** **C** Select the best approach to this scenario: You respond to a service request for suspected mold/mildew. You observe black splotchy spots on the exterior walls of the living room and bedroom. You take several digital pictures. The resident informs you that her son has asthma and has not been feeling well lately.
A. Tell her you will have a consultant perform mold testing and provide her with the results.
B. Relocate them to a hospitality suite until a consultant can perform mold testing.
C. Report your observations, conversation, and photos to Engineering and your regional or general manager. A plan of action will be determined.
- 11 **A** **B** **C** Select the best approach to this scenario: While in a garden-level apartment home or basement of a military home during the summer, you observe a clammy feeling in the air and condensation on the windows.
A. Report your observations to Engineering and suggest that a dehumidifier be installed to decrease the humidity pending investigation of the moisture source.
B. Report your observations to Engineering and suggest that a humidifier be installed to maintain the humidity pending investigation of the moisture source.
C. Check to see if an air cleaner is in use within the home.
- 12 **A** **B** **C** Select the best approach to this scenario: You respond to a service request for a broken bedroom door lock. You observe what you believe to be black mold on the bedroom wall measuring 6 inches by 2 feet.
A. Take digital pictures, contact a contractor for remediation, and schedule the work to be completed within 7 days.
B. Cut out the affected drywall, replace it with new, and paint it within 48 hours.
C. Remove the mold with a paper towel, assess the moisture level by using a moisture meter, take digital pictures, and complete the Mold Incident Report. Submit everything to Engineering and your regional or general manager.
- 13 **1** **1.2** **2** **3** For the above scenario, what is the square footage of the affected drywall?
- 14 **True** **False** I have read and will adhere to our Mold policy and know where our Mold O&M Manual is.

Mold training and a minimum assessment score of 12 are required. Scoring is done in Cleveland.

Scan and e-mail completed assessments to beccamartello@forestcity.net.
Or fax to Becca at 216.928.0772.

FOREST CITY RESIDENTIAL MANAGEMENT, INC.
POLICY AND PROCEDURE MANUAL

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NEW () REVISION (X)

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- F. FMNH9.000A – Move In/Move Out Unit Inspection and Inventory Report (Military)
- G. FMNH14.100A Annual Inspection Report (Military)
- 3. Practice preventive building maintenance to prevent conditions that favor mold growth.
- 4. Educate residents in mold prevention:
 - A. Conventional and FAH: Give each household a copy of *Tips for Preventing Mold and Mildew* (F14.500B) and have an adult household member sign the *Mold Tip Sheet Acknowledgment Form* (F14.500E). Give F14.500B and F14.500E to new residents at move-in. Insert signed and dated *Mold Tip Sheet Acknowledgment Form* in resident file as proof of notification.
 - B. Military: Each household will execute a Mold Addendum containing information about the prevention and reporting of mold at move in.
- 5. *Mold Awareness* training is facilitated by the Maintenance Supervisor. All required employees will receive *Awareness* training within their first 30 days of employment (or prior to the first mold clean-up project, whichever comes first) and annually thereafter. Business to Associate Development (BTAD) in partnership with Engineering furnishes an assessment to be administered as part of the training. The following employees are required to take the *Awareness* training and/or complete the assessment or Acknowledgement form:
 - A. Assessment and Acknowledgement: Managers, Maintenance Supervisors, Maintenance employees, Custodians, Groundskeepers, Dispatchers, and Security Directors.
 - B. Acknowledgement ONLY: Administrative, Leasing/Relocation, and amenity-related employees and Security Guards.
 - C. Assessment and Acknowledgement: Regional Managers during their first three months of employment.
- 6. *Mold Clean-Up Procedures* training is facilitated by the Maintenance Supervisor. All required employees will receive *Clean-Up* training within their first 30 days of employment (or prior to the first mold clean-up project, whichever comes first) and annually thereafter. The following employees are required to take the *Clean-Up* training:
 - A. Managers, Maintenance Supervisors, Maintenance employees, Custodians, Groundskeepers, Dispatchers, and Security Directors.

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- B. Regional Managers during their first three months of employment.
-
- 7. Trained employees are permitted to clean up small areas/less than 10 square feet of mold where the moisture source was clean water. However, employees with allergies, asthma, or other respiratory problems should not engage in mold clean-up activities.
 - 8. Maintenance Supervisor: when a mold incident occurs, document it on the Mold Incident Report (F14.500A) or equivalent designated within the Mold O&M Manual. Submit a copy and call the Vice President of Engineering and Environmental Specialist. Request a Mold Clean-Up Kit for projects that can be handled by employees.
 - A. Determine what moisture conditions enabled the mold to grow and fix the problem. If the cause is not addressed, the mold growth is likely to recur after clean up.
 - B. Vacate residents from the immediate work area. If persons in adjacent areas have respiratory problems, allergies, or are immune-suppressed, also vacate them while work is in progress.
 - C. Turn off air flow from the contaminated space to confine mold spores and debris to the work area.
 - D. Wear personal protection equipment (PPE) including waterproof gloves and goggles. For mold clean-ups under 10 square feet USEPA guidelines recommend using a N95 or N100 respirator. A disposable N-95 or N-100 filtering facepiece respirator can be provided upon request for use by employees to perform mold clean-ups of less than 10 square feet. The use of disposable coveralls is optional for mold clean-up of less than 10 square feet.
 - E. A containment barrier is not required for small jobs, but may be constructed from polyethylene sheeting if the Maintenance Supervisor, Vice President of Engineering and/or Environmental Specialist determines that this additional precaution is warranted.
 - F. To minimize the release of spores and dust during work, the contaminated surface may be misted with soapy water but not soaked or covered with plastic sheeting prior removal as directed by Vice President of Engineering or Environmental Specialist.
 - 9. **CLEAN-UP PROCEDURES:** Determine if the surface can be thoroughly cleaned. Mold-contaminated ceiling tiles, insulation, wallboard, sheetrock, and cellulose or fiberglass insulation are porous materials that usually should be discarded and replaced. Carpeting and backing should usually be replaced. See EPA Guidelines for further details. Prior to removal of moldy materials consult the Vice President of Engineering or Environment Specialist. Dispose of all mold-damaged materials in the community's dumpster after sealing them in plastic bags or plastic sheeting. Note: If your community was constructed prior to 1981 and is presumed to contain asbestos in the above materials, an asbestos remediation contractor may need to be hired to handle the project.

FOREST CITY RESIDENTIAL MANAGEMENT, INC.
POLICY AND PROCEDURE MANUAL

DATE: December 2008
NEW () REVISION (X)

REF.NO.: 14.500
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- A. **HARD, SMOOTH SURFACES** such as plastic, metal, ceramic tile, vinyl, & linoleum. Scrub using warm water and a mild, non-ammonia detergent. Rinse, then wipe dry.

Use of bleach is discouraged except where needed as a disinfectant. If good outdoor ventilation is available, a solution of 1-1/2 cup household bleach in one gallon of water can be applied to the *cleaned* surface. **Never use full strength chlorine bleach** (which is actually less effective but more hazardous than diluted bleach). **Never mix ammonia with bleach** as the toxic fumes are themselves a health hazard. Bleach may harm some surfaces.

- B. **WOOD.** Scrub with wood floor cleaner, rinse, and dry.

- C. **CARPETING with slight, localized damage.** Wet vacuum or steam clean and dry within 48 hours. Pull corners of carpeting back and use fans/dehumidifiers to facilitate drying.

- D. **CONCRETE OR CINDER BLOCK.** Use a stiff brush to work detergent solution below the surface. Extract with a wet vac. Accelerate drying as needed.

10. After the surface has been cleaned, dry it as quickly and thoroughly as possible. If the surface is porous, use a water extraction vacuum, a dehumidifier, or fans as necessary to accelerate drying. Final clean with HEPA vac (if available).

11. Seal trash and disposable PPE in plastic before leaving the work area.

12. After remediation of mold within an occupied area, issue a follow-up letter (F14.500C) with *Tips for Preventing Mold & Mildew* (F14.500B) as an enclosure. Place a copy of the follow-up letter in resident's file. Consult Vice President of Engineering or Environmental Specialist for tailored letters for specific incidents.

13. Enter the mold clean up as a recurring service request to ensure follow-up. Inspect 30-days after clean up and six months after clean up. As inspections are completed, enter their dates on the *Mold Incident Report* to complete the report. Submit a copy to Engineering

6.0 RELIANCE LANGUAGE

6.1 USE BY THIRD PARTIES

This report was prepared for Ohana Military Communities, LLC, its Managing Member and other Members of Ohana Military Communities, LLC. It may be relied upon by Ohana Military Communities, LLC, its Managing Member and other Members of Ohana Military Communities, LLC, the United States of America, Department of the Navy, Ohana Military Communities, LLC's lenders, including, without limitation, Merrill Lynch & Co., the Bank of New York Trust Company, N.A., the Master Trustee under that certain Master Indenture (the "Indenture"), Trimont Real Estate Advisors, Inc., the Bondholder Representative under the Indenture, and each of their respective officers, directors, employees, affiliates, successors, assigns, legal counsel and advisors.

APPENDIX A

EPA GUIDELINES

Mold Remediation in Schools and Commercial Buildings

www.epa.gov/iaq/molds/images/moldremediation.pdf

A Brief Guide to Mold, Moisture and Your Home

www.epa.gov/iaq/molds/images/moldguide.pdf

NEW YORK CITY GUIDELINES

<http://www.nyc.gov/html/doh/downloads/pdf/epi/epi-mold-guidelines.pdf>

STATE OF HAWAII DEPARTMENT OF HEALTH How to Remove Mold from Your House



**STATE OF HAWAII
DEPARTMENT OF HEALTH**

How to Clean Mold from Your House

1. Introduction to Molds

Molds can be found everywhere in our environment, both indoors and outdoors. The general rule of thumb is "any indoor mold is unwanted mold." Mold grows in indoor environments by landing on damp spots and growing and digesting whatever food source is available. Molds can grow on virtually any organic source such as wood, paper, carpet and foods mainly in areas where there is high moisture or water activity. The key to mold control is moisture control.

2. Basic Mold Cleanup

It is important to dry water damaged areas and items as quickly as possible. Many molds can start growing within 24-48 hours after a water incursion episode. If mold has become a problem, get rid of the excess water and moisture and fix any structural or plumbing leaks or any other sources of water. Mold can be washed off of hard surfaces with detergent and water. Absorbent materials (i.e. drywall, ceiling tiles, and carpets) that have become moldy may need to be replaced.

3. Things to Know About Mold

- Potential health effects and symptoms associated with mold exposure include allergic reactions, asthma and other respiratory complaints.
- There is no practical way to eliminate all mold and mold spores in the indoor environment; the way to control mold growth is to control moisture.
- If mold is a problem in your home, you must eliminate moisture sources and clean up the mold. Fix the source of the water problem or leak as soon as possible.
- After removing excess or standing water, mold can be washed off of hard surfaces with detergent and water. Absorbent materials or materials contaminated by dirty water (i.e. flood waters or raw sewage) that have become contaminated may need to be replaced.

- Reduce indoor humidity (below 60% RH) to inhibit microbial growth. Vent bathrooms, dryers and other moisture-generating sources to the exterior. Increasing air circulation with ceiling or wall fans may also aid in drying interior spaces. Air conditioners and dehumidifiers may also be used to control high humidity levels.
- Prevent condensation: Reduce the potential for condensation on cold surfaces by adding insulation.
- In areas where flooding occurs or where there is a perpetual moisture problem, do not install carpeting.

4. Floods and Flooding

Mold growth may become a problem after flooding. Standing water and excess moisture may provide ideal breeding conditions for microorganisms. For these reasons, and to lessen the possibility of structural damage, all standing water should be removed as quickly as possible and the areas dried out with fans or dehumidifiers. The U.S. EPA has a fact sheet entitled "Flood Cleanup: Avoiding Indoor Air Quality Problems" which discusses steps that should be taken when cleaning and repairing a home after flooding. The fact sheet can be viewed at the website listed below or a hard copy can be obtained through the State Department of Health.

Remove Wet Materials

It can be difficult to throw away items in a home, particularly those with sentimental value. However, keeping certain items that were damaged by water may be unhealthy. Some materials tend to absorb and keep water more than others. In general, porous and absorbent materials that are wet and cannot be thoroughly cleaned and dried within 24-48 hours should be discarded, as they can become a source of microbial growth.

5. Mold and Air Conditioning Systems

Mechanical ventilation systems can provide a breeding ground for mold if they are not maintained or working properly. Air conditioning units and associated components (cooling coils, drain pans, filters, ductwork, etc.) should be inspected on a routine basis to see if any repairs or cleaning is necessary. Many areas may be inaccessible, so ask your service provider to check for any possible mold contamination or problems. In general, you should consider having the unit and ducts cleaned if there is substantial visible mold growth inside hard surface ducts or on other components. In addition, fiberboard, fibrous insulation, and disposable filters cannot be effectively cleaned and should be removed and replaced if they have contacted water.

For information on mold prevention and cleanup, visit www.epa.gov/iaq/molds or call the Dept. of Health's Indoor & Radiological Health Branch at (808) 586-5800.

APPENDIX B

USEFUL REFERENCES

1. USEPA, *Building Air Quality, A Guide for Building Owners and Facility Managers*, December 1991
2. Sheet Metal and Air Conditioning Contractors National Association (SMACNA), Chantilly, VA, *IAQ Guidelines for Occupied Buildings Under Construction*, November 1995
3. Institute of Inspection Cleaning and Restoration (IICRC), *Standard and Reference Guide for Professional Water Damage Restoration, S500, 3rd Edition*, Institute of Inspection, Cleaning and Restoration Certification, Vancouver, Washington, 2006
4. Washington State Department of Health, Office of Environmental Health & Safety Indoor Air Quality Program, *Got Mold? Frequently Asked Questions About Mold*, November 2009
<http://www.doh.wa.gov/CommunityandEnvironment/Contaminants/Mold.aspx>
5. Center for Disease Control
http://www.cdc.gov/mold/dampness_facts.htm

APPENDIX C
OTHER MICROBIAL HAZARDS

Other Microbial Hazards

Histoplasmosis

A lung disease caused by a fungus sometimes found in bird and bat droppings.

CONTROL MEASURES:

Discourage roosting sites. Use wet methods and wear a disposable respirator during clean-up.

Legionella (Legionnaire's Disease)

A type of bacteria that can cause pneumonia when the bacteria become aerosolized from warm water in water pipes, especially from a two-pipe water delivery system. In these systems, warm or hot water circulates continuously in a loop throughout the building.

CONTROL MEASURES:

Preventive maintenance on HVAC system and any cooling towers.

West Nile Virus

A virus which can infect birds (usually crows and Blue Jays) and can be carried from infected birds to humans by mosquitoes.

CONTROL MEASURES:

Eliminate standing water that could serve as a mosquito breeding site. City or county health departments may have a program to treat large areas of standing water if the area is at risk. Repair damaged screens and take other measures to keep mosquitoes outdoors.

Dust Mites

Nearly microscopic insects which feed on organic matter in dust. People who are allergy-prone are very often allergic to dust mites and their waste products. Dust mites can also trigger asthma attacks in susceptible people.

CONTROL MEASURES:

Good housekeeping to keep dust to a minimum, HEPA vacuuming, and keeping relative humidity below 50%.

APPENDIX D

RESIDENTIAL AND PROPERTY INSPECTION FORMS

MOLD INCIDENT REPORT

FILLED OUT BY MAINTENANCE SUPERVISOR ☐ OR SITE ENVIRONMENTAL COORD ☐

Property Name _____

Person who discovered/reported mold _____ Date _____

Describe where the mold was found (which apt. unit, floor & building) and the surfaces on which it is growing: _____

Probable source of moisture that led to mold growth _____

Health effects reported? ☐ Yes ☐ No Musty, moldy odor? ☐ Yes ☐ No Clean-Up Kit requested? ☐ Yes ☐ No

Visible mold? ☐ Yes ☐ No Mold area more than 10 sq. ft.? ☐ Yes ☐ No

(Check only if less than 10 sq. ft. of mold)

NOTIFICATIONS. E-mail the same day the mold incident was reported.

Reg Dir Facil & Maint ☐ Yes,

Date: ____ First contact 808-216-9293.

Fax (808) 839-9495 (Dispatch)

Corp VP of Engineering ☐ Yes, date: _____

Always required. Also call cell phone (216) 678-0508.

Fax (216) 263-4802

Loss Prevention ☐ Yes, date: _____

☐ No

Required if health effects reported. Also fax the Loss Prevention Liability Report form to Loss Prevention

Fax (216) 416-3648

Regional Mgr. ☐ Yes, date: _____

☐ No

Required if health effects reported or if over 10 sq. ft.

Other: _____

RESPONSE. Fill in the following sections as work is completed.

Date the probable cause of the moisture was corrected: _____

REMEDATION (CLEAN-UP) ACTION TAKEN	DATE

Date remediation completed _____ ☐ 30-day & 6-month follow-up inspection dates have been entered in Corrigo.

FOLLOW-UP. Fax to Engineering after all inspections have been completed.

☐ A follow-up letter of work completed was sent to resident(s) on _____ ☐ N/A

☐ 30-day follow-up inspection completed _____ 6-month follow-up inspection completed _____

Keep original in the Maintenance File. When follow-up inspections are complete e-mail a copy of this form to Corporate Environmental and Engineering at MichaelEddy@forestcity.net and jennifersterin@forestcity.net.

Ohana Military Communities, LLC
Indoor Environmental Quality, Suspected Mold, Mildew or Microbial
Observation Checklist

Date _____ Property _____ Unit _____

Inspected By _____ and _____

Occurrence	Room / Location / Explanation
Water stains or damp/wet areas: carpeting, floors, baseboards, walls or ceilings/tiles. Other evidence of spills or leaks or other damp items including clothes.	
Visible suspected mold or other unsanitary conditions in bathrooms or kitchens, including under sink vanities, or in other living spaces.	
Musty or moldy odors (and apparent or likely source).	
Bubbling paint or damaged drywall or cabinets (or peeling wallpaper)	
Bulging surfaces that could indicate moisture intrusion or hidden suspected mold growth.	
Obstructions to or malfunctions of HVAC vents, diffusers or returns. Damage to clothes dryer vent connection. Unvented or inappropriately vented appliances (dryer or stove/oven) and exhaust fans in kitchen and bathroom. Malfunctioning or perceived lack of use of exhaust fans in kitchen and bathroom.	
Wet or dirty insulation in ductwork or visible suspected mold in ductwork or HVAC system. Drip pans (HVAC or refrigerator) dirty, not flowing properly or obstructed. Drip pan moisture collection systems drain water away as appropriate.	
Overwatered plants or overabundant number of houseplants or vaporizer causing excess humidity in apartment. Pans (that may or may not be filled with water) placed on stove or HVAC unit to add humidity to the air.	
Inadequate housekeeping providing a nutrient source for mold.	
Lack of ventilation /proper air circulation due to overcrowding of furniture and other items. Overfilled closets or storage areas.	
Improper storage of chemicals. Offensive odors drawn in from source outside unit.	
Malfunctioning doors, windows or HVAC systems. Doors and windows closed in damp, humid or rainy weather.	

**Indoor Environmental Quality, Suspected Mold, Mildew or Microbial
Observation Checklist (continued)**

Occurrence	Room / Location / Explanation
Inappropriate temperature and/or humidity level due to infrequent or inappropriate use of air conditioning system, failure to use exhaust fan(s) and/or prolonged periods of cooking.	Actual temp in unit= _____ Describe humidity conditions:
Condensation /visible moisture accumulation on windows or window sills/framing, walls, bathroom tiles, behind toilet tank, countertops or other surfaces.	
Evidence of or observe: roaches, flies, bedbugs, mice, rats, fleas, etc	
Record Moisture Meter Readings: Room, Location & Moisture Level	
Pictures Taken of:	
Comments:	

APPENDIX E
ADDENDUM TO RESIDENTIAL LEASE
RELATING TO MOLD

MOLD AND MILDEW ADDENDUM

This will serve as an Addendum to the Lease dated _____, between
Ohana Military Communities, LLC, Owner, and _____,
("Resident"), regarding property located at _____,
(the "Premises").

Owner desires to maintain a quality living environment for Resident. To help achieve this goal, it is important for the Owner and Resident to work together to minimize any mold growth in the Premises. This Addendum contains information for Resident, and the responsibilities of both Resident and Owner.

1. **ABOUT MOLD:** Mold is found virtually everywhere in the environment—indoors and outdoors in new and old structures. When excess moisture is present inside Premises, mold can grow. Appropriate precautions need to be taken to minimize the potential for mold growth in the Premises.
2. **PREVENTING MOLD:** In order to minimize the potential for mold growth, Owner recommends the Resident should do the following:
 - a. Keep the Premises clean – particularly the kitchen, bathroom(s), carpets and floors. Regular dusting, vacuuming, and mopping removes household dirt and debris that contribute to mold growth. Use environmentally safe household cleaners. A vacuum cleaner with a high-efficiency particulate air ("HEPA") filter will help remove mold spores. Immediately throw away moldy food.
 - b. Do not block or cover any ventilation or air conditioning ducts. Whenever possible, maintain a temperature of 50 to 80 degrees Fahrenheit in the Premises.
 - c. Remove visible moisture accumulation on countertops, windows, windowsills, walls, ceilings, floors, and other surfaces as soon as reasonably possible. Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilet, windows, and patio doors using a common household disinfecting cleaner. Blot dry spills on carpeting.
 - d. Look for leaks in washing machine hoses, faucets, and discharge lines, especially if the leak is large enough to infiltrate into nearby walls.
 - e. Use the bathroom fan when bathing or showering and allow the fan to run until all excess moisture has been vented from the bathroom. Keep the shower curtain inside the tub or fully close the shower doors when showering. After taking a shower or bath: (i) wipe moisture off of shower walls, shower doors, the bathtub and the bathroom floor; (ii) leave bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (iii) hang towels and bath mats so they will completely dry out.
 - f. Use the exhaust fan in the kitchen when cooking or while running the dishwasher and allow the fan to run until all excess moisture has been vented from the kitchen.
 - g. Open windows and doors on days when the outdoor weather is warm and dry (humidity is below 50 percent) to help humid areas of the Premises dry out. Keep windows and doors closed in damp, humid, or rainy weather.
 - h. Clean the lint filter in the clothes dryer after each use and promptly report any damage to the vent connection. If condensations forms in the area, wipe it dry. Dry damp clothing as quickly as possible.

- i. Limit houseplants to a reasonable number to limit excess humidity and limit molds that could grow on the soil surface. Avoid over watering.
 - j. Do not overfill closets or storage areas. Overcrowding restricts airflow.
 - k. Promptly report to the Resident Services Office:
 - i. Any leak, water damage, or signs of water infiltration;
 - ii. Any malfunction in the heating, ventilation, or air conditioning system;
 - iii. Windows or doors that do not open or close properly;
 - iv. Any areas of visible mold (except very small areas that respond to routine cleaning);
 - v. Musty or moldy odors;
 - vi. Health issues that Resident thinks may be linked to the air quality within the Premises;Owner will respond in accordance with this Lease to repair or remedy the situation as necessary.
3. **EXISTING MOLD:** If small areas of mold have already formed on non-porous surfaces (such as ceramic tile, Formica, vinyl flooring, metal, wood or plastic), the Environmental Protection Agency (“EPA”) recommends cleaning the areas with soap or detergent and water, letting the surface dry, and then, within 24 hours, applying a pre-mixed, spray-on-type household biocide, such as Lysol Disinfectant®, Pine-Sol Disinfectant®, Tilex Mildew Remover®, or Clorox Cleanup. Tilex and Clorox contain bleach that can discolor or stain. **Follow the instructions on the container.** Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface. Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because mold may be in adjacent areas, but not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (“HEPA”) filter can be used to help remove mold products from porous items such as sofas, chairs, drapes and carpets—provided fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.
4. **DO NOT CLEAN OR APPLY HOUSEHOLD BIOCIDES TO:** (a) visible mold on porous surfaces such as sheetrock walls or ceilings; or (b) large areas of visible mold on non-porous surfaces. Instead, notify Owner in writing; Owner will take appropriate action in compliance with applicable law.
5. **COMPLIANCE:** If Resident fails to comply with this Addendum, Resident may be held responsible for damage to the Premises and any health problems that may result.

Resident:

Forest City Residential Management, Inc.
Agent for Owner

By: _____

Date:

Date:

THIS MOLD AND MILDEW ADDENDUM is made a part of the Lease with Ohana Military Communities, LLC (the "Owner") and the Individuals referenced on Page 1 of the Lease (hereinafter collectively referred to as "Resident").

MOLD: Mold is found virtually everywhere in our environment—both indoors and outdoors and in new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores and have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold which could lead to adverse health effects. Nonetheless appropriate precautions need to be taken.

PREVENTING MOLD BEGINS WITH THE RESIDENT: In order to minimize the potential for mold growth in the Premises, Resident agrees to do the following:

- Provide appropriate climate control and take other measures to retard and prevent mold and mildew from accumulating in the Premises. Resident agrees to use all air conditioning in a reasonable manner and use heating systems in moderation, and to keep the Premises properly ventilated by periodically opening windows to allow circulation of fresh air during dry weather only. Resident agrees not to block or cover any of the heating, ventilation or air-conditioning ducts in the Premises.
- Keep Premises clean – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food for mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, ceilings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines—especially if the leak is large enough for water to infiltrate into nearby walls.
- When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, the experts recommend that after taking a shower or bath: (1) wipe moisture off of shower walls, shower doors, the bath tub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up towels and bath mats so they will completely dry out. Turn on any exhaust fans in the bathroom and kitchen before showering or cooking with open pots.
- Keep blinds 1 to 2 inches above the windowsill to allow air circulation behind blinds; use ceiling fans if present, and replace air filters according to management rules.
- IF SMALL AREAS OF MOLD HAVE ALREADY OCCURRED ON NO-POROUS SURFACES (such as ceramic tile, Formica, vinyl flooring, metal, wood or plastic), AND THE MOLD IS NOT DUE TO AN ONGOING LEAK OR MOISTURE PROBLEM, the federal Environmental Protection Agency (EPA) recommends that the area is first cleaned with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant, Tilex Mildew Remover or Clorox Clean. (Note: Only a few of the common household cleaners will actually kill mold.) Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instruction on the container. Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.
- Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because mold may be adjacent in quantities not yet visible to the naked eye. A cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold products from porous

items such as fibers in sofas, chairs, drapes and carpets-provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

RESIDENT SHALL IMMEDIATELY REPORT TO MANAGEMENT IN WRITING:

- Any air conditioning or heating system problems discovered.
- Rainwater leaking from roofs, windows, doors and outside walls, as well as flood waters rising above floor level.
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip pans or clogged up a/c condensation lines.
- Leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs, and sinks.
- Washing machine hose leaks, plant-watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open pot cooking.
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air); and
- Insufficient drying of carpets, carpet pads, shower walls and bathroom floors.
- Any evidence of a water leak or excessive moisture in the Premises as well as in any storage room, garage or other common area.
- Evidence of mold or mildew-like growth in the Premises that cannot be removed simply by applying a common household cleaner and wiping the area.
- Musty odors, shower/bath/sink/toilet overflows
- Any inoperable doors or windows
- Discoloration of walls, baseboards, doors, window frames, or ceilings
- Moldy clothing
- Moisture dripping from or around any vents, air conditioning condenser lines

Management will respond in accordance with the state law and the Lease to repair or remedy if necessary.

RELOCATION: Please understand that if mold is detected in your Premises, the Owner may, at its discretion and its cost, temporarily relocate you to a comparable, furnished apartment or a hotel while the Owner evaluates, and if the Owner deems necessary, corrects the problem. Your signature below indicates your agreement that the Owner may temporarily relocate you to a comparable furnished apartment or a hotel under such circumstances.

TERMINATION OF TENANCY: Owner reserves the right to terminate the tenancy and Resident agrees to vacate the Premises if Owner in its sole judgment feels that either there is mold or mildew present in the Premises which may pose a safety or health hazard to Resident or other persons and/or Resident's actions or inactions are causing a condition which is conducive to mold growth.

INSPECTIONS: Resident agrees that Owner and Owner's agent may conduct inspections of the Premises at any time with reasonable notice.

VIOLATION OF ADDENDUM: Resident further agrees that Resident shall be responsible for damage to the home and Resident's property as well as personal injury to Resident and occupants resulting from Resident's failure to comply with the terms of this Addendum. Noncompliance includes, but is not limited to, Resident's failure to immediately notify management in writing of any mold, mildew or moisture problems. A default under the terms of this Addendum shall be deemed a material default under the terms of the Lease, and Owner shall be entitled to exercise all rights and remedies at law or in equity. Resident shall indemnify and hold Owner and Owner's agents harmless from and against all damages and injuries to person and property as a result of Resident's failure to comply with the terms of this Addendum.

LEASE: This Addendum is in addition to and made a part of the Lease and in the event there is a conflict between the Lease and this Addendum, the provisions of this Addendum shall govern. Except as specifically stated herein, all

other terms and conditions of the Lease shall remain unchanged. Any term that is capitalized but not defined in this Addendum shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

We have read and agree to the above.

X _____ x _____
RESIDENT DATE

X _____ x _____
RESIDENT DATE

Ohana Military Communities, LLC
By: Forest City Residential Management, Inc., Authorized Agent

X _____ x _____
OWNER DATE

MOLD AND MILDEW ADDENDUM

This will serve as an Addendum to the Lease dated _____, between
Ohana Military Communities, LLC, Owner, and _____,
("Resident"), regarding property located at _____,
(the "Premises").

Owner desires to maintain a quality living environment for Resident. To help achieve this goal, it is important for the Owner and Resident to work together to minimize any mold growth in the Premises. This Addendum contains information for Resident, and the responsibilities of both Resident and Owner.

1. **ABOUT MOLD:** Mold is found virtually everywhere in the environment—indoors and outdoors in new and old structures. When excess moisture is present inside Premises, mold can grow. Appropriate precautions need to be taken to minimize the potential for mold growth in the Premises.
2. **PREVENTING MOLD:** In order to minimize the potential for mold growth, Owner recommends the Resident should do the following:
 - a. Keep the Premises clean – particularly the kitchen, bathroom(s), carpets and floors. Regular dusting, vacuuming, and mopping removes household dirt and debris that contribute to mold growth. Use environmentally safe household cleaners. A vacuum cleaner with a high-efficiency particulate air ("HEPA") filter will help remove mold spores. Immediately throw away moldy food.
 - b. Do not block or cover any ventilation or air conditioning ducts. Whenever possible, maintain a temperature of 50 to 80 degrees Fahrenheit in the Premises.
 - c. Remove visible moisture accumulation on countertops, windows, windowsills, walls, ceilings, floors, and other surfaces as soon as reasonably possible. Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilet, windows, and patio doors using a common household disinfecting cleaner. Blot dry spills on carpeting.
 - d. Look for leaks in washing machine hoses, faucets, and discharge lines, especially if the leak is large enough to infiltrate into nearby walls.
 - e. Use the bathroom fan when bathing or showering and allow the fan to run until all excess moisture has been vented from the bathroom. Keep the shower curtain inside the tub or fully close the shower doors when showering. After taking a shower or bath: (i) wipe moisture off of shower walls, shower doors, the bathtub and the bathroom floor; (ii) leave bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (iii) hang towels and bath mats so they will completely dry out.
 - f. Use the exhaust fan in the kitchen when cooking or while running the dishwasher and allow the fan to run until all excess moisture has been vented from the kitchen.
 - g. Open windows and doors on days when the outdoor weather is warm and dry (humidity is below 50 percent) to help humid areas of the Premises dry out. Keep windows and doors closed in damp, humid, or rainy weather.
 - h. Clean the lint filter in the clothes dryer after each use and promptly report any damage to the vent connection. If condensations forms in the area, wipe it dry. Dry damp clothing as quickly as possible.

- i. Limit houseplants to a reasonable number to limit excess humidity and limit molds that could grow on the soil surface. Avoid over watering.
 - j. Do not overfill closets or storage areas. Overcrowding restricts airflow.
 - k. Promptly report to the Resident Services Office:
 - i. Any leak, water damage, or signs of water infiltration;
 - ii. Any malfunction in the heating, ventilation, or air conditioning system;
 - iii. Windows or doors that do not open or close properly;
 - iv. Any areas of visible mold (except very small areas that respond to routine cleaning);
 - v. Musty or moldy odors;
 - vi. Health issues that Resident thinks may be linked to the air quality within the Premises;Owner will respond in accordance with this Lease to repair or remedy the situation as necessary.
3. **EXISTING MOLD:** If small areas of mold have already formed on non-porous surfaces (such as ceramic tile, Formica, vinyl flooring, metal, wood or plastic), the Environmental Protection Agency (“EPA”) recommends cleaning the areas with soap or detergent and water, letting the surface dry, and then, within 24 hours, applying a pre-mixed, spray-on-type household biocide, such as Lysol Disinfectant®, Pine-Sol Disinfectant®, Tilex Mildew Remover®, or Clorox Cleanup. Tilex and Clorox contain bleach that can discolor or stain. **Follow the instructions on the container.** Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface. Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because mold may be in adjacent areas, but not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (“HEPA”) filter can be used to help remove mold products from porous items such as sofas, chairs, drapes and carpets—provided fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.
4. **DO NOT CLEAN OR APPLY HOUSEHOLD BIOCIDES TO:** (a) visible mold on porous surfaces such as sheetrock walls or ceilings; or (b) large areas of visible mold on non-porous surfaces. Instead, notify Owner in writing; Owner will take appropriate action in compliance with applicable law.
5. **COMPLIANCE:** If Resident fails to comply with this Addendum, Resident may be held responsible for damage to the Premises and any health problems that may result.

Resident:

Forest City Residential Management, Inc.
Agent for Owner

By: _____

Date:

Date: _____

MOLD OPERATIONS AND MAINTENANCE PLAN

***OHANA MILITARY COMMUNITIES, LLC
PUBLIC-PRIVATE VENTURE HOUSING - HAWAII***

Prepared for



***5173 Nimitz Road
Honolulu, Hawaii 96818***

September 30, 2015

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1.0 INTRODUCTION

1.1 PURPOSE AND USE

The purpose of this Mold Operations and Maintenance Plan ("Plan") is to provide a plan for property managers and maintenance staff to prevent and address suspected mold and other fungal or microbial hazards in the leased premises and project subject to the Ground Lease.

As provided in the Lease, the Government shall not be responsible for any abatement, removal or containment of any Mold Condition in the Improvements irrespective of when such Mold Condition may have arisen. The Lessee shall be responsible for (i) the costs of abatement, removal and containment of any Mold Condition to the extent required by Environmental Laws or the "Mold Operations and Maintenance Plan" (ii) compliance with and implementation of the "Mold Operations and Maintenance Plan," and (iii) any claims or liability related to any Mold Condition. The term "Mold Condition" means the visual observation of suspected fungal growth (which includes Molds). Lessee shall be responsible for any claims or liability for injury to persons to the extent resulting from (i) Lessee's failure to abate, remove or contain a Mold Condition in the Improvements to the extent required by Environmental Laws or the Mold Management Plan, or (ii) the disturbance of a Mold Condition during the Term of this Agreement by the Lessee or any other person other than the Government or its agents, employees, contractors or subcontractors.

This Plan is based, in large part, on the publication *Mold Remediation in Schools and Commercial Buildings*, an industry standard published by the U.S. Environmental Protection Agency (EPA) and the New York City Department of Health's *Guidelines on Assessment and Remediation of Fungi in Indoor Environments*, which is also used widely in the industry. A link to the EPA and New York City documents and other EPA mold related publications is contained in Appendix A. A local guide by the Hawaii Department of Health is also provided in Appendix A on how to remove mold from your house. Links to the Center for Disease Control information, and other mold related information are contained in Appendix B.

All activities performed under this Plan shall be performed in accordance with Environmental Laws. "Environmental Laws" means any present or future federal, state, or local law, regulation, ordinance, code, plan, order, permit, grant, restriction, certification, or agreement issued, entered, promulgated or approved thereunder, relating to (a) the generation, manufacture, presence, release, discharge, use, storage, handling, transportation or disposal of Environmental Hazard, including the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA) 42 U.S.C. § 9601, et seq., as amended and Solid Waste Disposal Act, 42 U.S.C. § 6901, et seq., as amended, (b) pollution, (c) environmental protection, (d) human health or occupational safety, (e) endangered or threatened species or (f) the environment.

To the extent this Plan is attached to the Ground Lease, this plan shall be followed by the Manager and Lessee. For the purpose of the Plan, the term "Manager" shall mean the Design-Builder under the Design-Build Agreement, and Construction Manager under the Construction Management Agreement, and Property Manager under the Property Management Agreement and "Lessee" under the Ground Lease. All conflicts between

this Plan and the Ground Lease shall be governed by the Ground Lease. The Manager will comply with requirements of this Plan.

Capitalized terms not otherwise defined herein shall have the meanings set forth in the Ground Lease, dated as of even date herewith, by and between the Lessee and the Department of the Navy (the Ground Lease).

This Plan covers the Leased Premises and Project.

1.2 SITE INFORMATION

This Plan covers the following Department of the Navy (Navy and Marine Corps) family housing communities in Hawaii on the islands of O'ahu and Kauai:

1.2.1 Navy Family Housing Communities

- | | |
|---------------------------------------|---|
| ▪ Halsey Terrace | ▪ Hokulani |
| ▪ McGrew Point | ▪ Moanalua Terrace |
| ▪ Radford Terrace | ▪ Catlin Park |
| ▪ Camp Stover (Wheeler AAF) | ▪ Maloelap |
| ▪ Doris Miller Park | ▪ Ford Island – Kamehameha Loop |
| ▪ Ford Island North (Battleship Cove) | ▪ Ford Island South (FI Landing) |
| ▪ Ford Island Nob Hill | ▪ Ford Island – Luke Field |
| ▪ Halawa | ▪ Hale Ali'i (Pearl Harbor) |
| ▪ Hale Moku | ▪ Hospital Point (Pearl Harbor) |
| ▪ Makalapa | ▪ Manana Navy (Pearl City) ¹ |
| ▪ Marine Barracks (Pearl Harbor) | ▪ NCTAMS (Hele Mai) |
| ▪ Pearl City Peninsula | ▪ Pearl City Peninsula (Pan Am) |
| ▪ PMRF (Barking Sands, Kauai) | |

Note: Community to be demolished except for two units

1.2.2 Marine Corps Family Housing Communities

- | | |
|---------------|-------------------|
| ▪ Camp Smith | ▪ Manana Marines |
| ▪ Hawaii Loa | ▪ Heleloa |
| ▪ Hana Like | ▪ Kapoho Hillside |
| ▪ Kaluapuni | ▪ Mokolea |
| ▪ Nani Ulupau | ▪ Pa Honua |
| ▪ Mololani | ▪ Mokapu Ct. |
| ▪ Ulupau | ▪ Waikulu |

1.3 MOLD AND OTHER MICROBIAL HAZARDS

Mold spores are a normal presence in outdoor and indoor air. When building materials have become moist or water-damaged due to excessive humidity, chronic leaks, condensation, water infiltration or flooding, mold may grow.

2.0 RESPONSIBILITIES

2.1 REGIONAL DIRECTOR OF FACILITIES AND MAINTENANCE

The Regional Director of Facilities and Maintenance (with assistance from Maintenance Managers or Maintenance Supervisors) at each location will be responsible for the implementation of this Plan.

The Regional Director of Facilities and Maintenance will facilitate forwarding of reports of suspected mold and appreciable water damage to the Corporate Office (Vice President of Engineering) at cell phone **(216) 678-0508) or via email** as soon as practicable.

The Site Environmental Coordinator will submit the Mold Incident Reports via email to the Corporate Vice President of Engineering and to the Corporate Environmental Program Manager Phone at (216) 333-4516.

The Site Environmental Coordinator and Maintenance Manager in consultation with the Regional Director of Facilities and Maintenance are responsible for implementing routine and emergency procedures as described in Section 4 of this Plan when mold is suspected and is responsible for procuring the services of a qualified mold remediation contractor as required.

The local Site Environmental Coordinator is responsible for maintaining records related to mold incidents and for providing the information to the Department of the Navy. Records for suspected mold incidents will be retained for the duration of the Ground Lease. The Site Environmental Coordinator will be responsible for maintaining a cumulative report of suspected mold incidents in electronic format.

2.2 MAINTENANCE AND OPERATIONS PERSONNEL

Ohana Military Communities, LLC (OMC) maintenance and operations personnel who discover suspected mold during their routine maintenance and operations activities will contact the Regional Director of Facilities and Maintenance to report suspected mold incidents and document any implemented and/or proposed actions (see Section 3.3 and 4) to address water damage and suspected mold.

3.0 MOLD MANAGEMENT

3.1 INSPECTION

Inspection of mold will be conducted during resident turnover and/or upon the report of suspect mold conditions by the resident(s). In general, maintenance personnel will check for the following as part of the mold inspection:

- Discolored patches or speckled growth on walls or ceilings
- Earthy or musty odor
- Water damage – underneath water-damaged surfaces or behind walls, ceiling

3.2 ASSESSMENT FOR MOLD REMEDIATION

If the mold problem is less than 10 square feet (SF) of affected area, it will be handled by mold-trained maintenance staff (see requirements in Section 5) in accordance with Section 4 of this plan. However, if the affected area is greater than 10 SF, a qualified mold contractor will be hired to remediate the mold.

3.3 ELEMENTS OF MOLD REMEDIATION

Elements of mold remediation generally include the following:

- Identify and eliminate sources of moisture
- Identify and assess the magnitude and area of mold contamination
- Clean and dry moldy areas (using personal protective equipment and containment as necessary)
- Properly dispose of all material that may have mold residues

3.4 MOLD PREVENTION

As part of the lease signing process, prospective residents will read and sign a mold addendum indicating that they understand their responsibilities for preventing the growth of mold in their leased unit. Ohana Military Communities, LLC may also provide literature on the prevention of mold (refer to Appendix A for a link to: *A Brief Guide to Mold, Moisture, and Your Home*).

4.0 MOLD POLICY, PROCEDURES AND FORMS

4.1 POLICY

The Property Manager's Maintenance Supervisor will immediately report **all** instances of known or suspected mold growth to the Corporate Director of Engineering [(216) 678-0508] and will complete and e-mail a "Mold Incident Report" and follow notification requirements on the form.

If the mold coverage is **less than 10 SF** and there are no complicating factors, the Corporate Vice President of Engineering or his designee will provide the appropriate health and safety equipment for trained on-site staff to perform the clean up (see staff training requirements in Section 5).

If there are complicating factors or the mold coverage is **greater than 10 SF**, a qualified contractor will be hired to conduct mold remediation.

For all instances in which mold becomes recurring issue in any housing unit, OMC will report the incident to the Department of the Navy for awareness purposes.

4.2 PREVENTATIVE AND CLEANUP PROCEDURES

The Property Manager's Maintenance Supervisor will be responsible for implementing the following preventative and cleanup procedures.

1. Practice preventive building maintenance to prevent conditions that favor mold growth. Refer to links in Appendices A and B for guidance.
2. Educate Property Manager personnel involved in lease signing in mold prevention. As part of the lease-signing process, residents must sign a mold addendum indicating that they understand their responsibilities for preventing mold growth and reporting requirements for suspected mold observed in their housing. Resident responsibilities concerning suspected mold growth are referenced in the Resident Handbook.

Within the first 30 days of employment (or prior to the first mold cleanup activity, whichever comes first), train Property Manager's maintenance and operations staff using the appropriate mold training module(s) (refer to Section 5). Document training (refer to Section 4.3 for mold training attendance documentation) and fax to the Business To Associate Development (BTAD) at (216) 928-0772.

3. Repeat training annually.
4. If materials become water damaged, prevent mold growth by drying materials **within 48 hours** whenever possible. Drying materials will only be allowed for damage caused by clean water. For cleaning of materials contaminated with "dirty" water (i.e. gray or black water), the Property Manager's Maintenance Supervisor will consult an industrial hygienist, a mold assessment or remediation professional, or a health and safety professional. EPA Table 1: Water Damage – Clean-up and Mold Prevention presented in Section 5.0 of this Plan provides guidelines for response to clean water damage within 24-48 hours to prevent mold growth. Use a moisture meter to diagnose extent of moisture intrusion and to confirm corrective action. Inspections will be performed by operations and maintenance personnel during routine resident turnover and other housing unit and building inspections, or if requested by the resident to ensure that preventive measures have been effective.
5. When a mold incident occurs, maintenance staff will document it on the "Mold Incident Report". E-mail a copy to the Corporate Vice President of Engineering or his designee and phone the Vice President Engineering or his designee and request a Mold Clean-Up Kit from the Maintenance Manager for projects that can be handled by on-site maintenance staff.
6. Assess conditions at the affected housing unit by conducting the following:
 - Determine what moisture conditions enabled the mold to grow and fix the problem. If the cause is not addressed, the mold growth is likely to recur after clean up.
 - Vacate residents from the immediate work area. If persons in adjacent

areas have respiratory problems, allergies, or are immune-suppressed, also vacate them while work is in progress.

- Turn off air flow from the contaminated space to confine mold spores and debris to the work area.
- Wear appropriate personal protection equipment (PPE) specified in the procedure in Section 5. For mold clean-ups under 10 SF, USEPA guidelines recommend using a N95 or N100 respirator. A disposable N-95 or N-100 filtering face piece respirator can be provided upon request for use by property personnel to perform mold clean-ups under 10 SF. The use of disposable coveralls is optional for mold clean-up of 10 SF or less.
- A containment barrier is not required for small jobs, but may be constructed from polyethylene sheeting if the Maintenance Supervisor determines that this additional precaution is warranted.
- To minimize the release of spores and dust during work, mist but do not soak the contaminated surface.

7. Clean the affected area by conducting the following:

- Determine if the surface can be thoroughly cleaned. Mold-contaminated ceiling tiles, insulation, wallboard, sheetrock, and cellulose or fiberglass insulation are porous materials that usually should be discarded and replaced. Carpeting and backing should usually be replaced. See links to EPA Guidelines in Appendix A for further details. If a material is questionable, the Maintenance Manager and Regional Director of Maintenance and Engineering will consult the Corporate Vice President of Engineering or his designee.
- Package all mold-damaged materials in plastic bags or plastic sheeting and dispose of properly. If the affected building was constructed prior to 1981 and is presumed to contain asbestos, an asbestos remediation contractor may need to be hired to handle the asbestos. Pre-1978 construction has the potential to contain lead based paint (LBP) and a LBP contractor may need to be hired to perform work in relation to materials containing LBP. Consult the LBP and Asbestos Management Plans for more information.
- For **hard, smooth surfaces such as plastic, metal, ceramic tile, vinyl and linoleum**, scrub the affected surface using hot water and a mild, non-ammonia detergent. Rinse, then wipe dry. Use of bleach is discouraged except where needed as a disinfectant. If good outdoor ventilation is available, a solution of 1-1/2 cup household bleach in one gallon of water can be applied to the cleaned surface. Never use full strength chlorine bleach (which is actually less effective but more hazardous than diluted bleach) and never mix ammonia with bleach; the toxic fumes are themselves a health hazard. Bleach may harm some surfaces.
- For **wood surfaces**, scrub with wood floor cleaner, rinse, and dry.
- For **carpeting with slight, localized damage**, wet vacuum or steam clean and dry within 48 hours.

- For concrete or cinder block, use a stiff brush to work detergent into solution below the surface. Extract with a wet vacuum and accelerate drying as needed.
- 8. After the surface has been cleaned, dry the clean surface as quickly and thoroughly as possible. If the surface is porous, use a water extraction vacuum, a dehumidifier, or fans as necessary to accelerate drying. Final clean with a high efficiency particulate air (HEPA) vacuum.
- 9. Seal trash and disposable personal protective equipment in plastic for disposal before leaving the work area.
- 10. Following completion of mold remediation in a housing unit, issue a follow-up letter (refer to Section 4.3 for form letter) to the resident to include tips on mold prevention. File a copy of the letter in the resident's file.
- 11. Conduct a follow-up inspection of the affected housing unit 30 days and 180 days after the cleanup and document the inspection on the Mold Incident Report to complete the report. Fax or e-mail the completed report to the Engineering Department. Retain a copy in RM files.

4.3 MOLD RELATED FORMS

The Regional Director of Facilities and Maintenance, Maintenance Manager and Site Environmental Coordinator will be responsible for completing the following forms and letter for reporting mold incidents, follow-up with affected resident, and documenting staff training.

MOLD INCIDENT REPORT

FILLED OUT BY MAINTENANCE SUPERVISOR ☐ OR SITE ENVIRONMENTAL COORD ☐

Property Name (address/neighborhood) _____

Person who discovered/reported mold _____ Date _____

Describe where the mold was found (which apt. unit, floor & building) and the surfaces on which it is growing: _____

Probable source of moisture that led to mold growth _____

Health effects reported? ☐ Yes ☐ No Musty, moldy odor? ☐ Yes ☐ No Clean-Up Kit requested? ☐ Yes ☐ No
(Check only if less than 10 sq. ft. of mold)
Visible mold? ☐ Yes ☐ No Mold area more than 10 sq. ft.? ☐ Yes ☐ No

NOTIFICATIONS. E-mail the same day the mold incident was reported.

Reg Dir Facil & Maint ☐ Yes, Date: _____ First contact (808) 839-4257.

Fax (808) 839-9495 (Dispatch)

Corp VP of Engineering ☐ Yes, date: _____ Always required. Also call cell phone (216) 678-0508.

Fax (216) 263-4802

Loss Prevention ☐ Yes, date: _____ ☐ No Required if health effects reported. Also fax the Loss Prevention Liability Report form to Loss Prevention
Fax (216) 416-3648

Regional Mgr. ☐ Yes, date: _____ ☐ No Required if health effects reported or if over 10 sq. ft.

Other: _____

RESPONSE. Fill in the following sections as work is completed.

Date the probable cause of the moisture was corrected: _____

REMEDATION (CLEAN-UP) ACTION TAKEN	DATE

Date remediation completed _____ ☐ 30-day & 6-month follow-up inspection dates have been entered in Corrigio.

FOLLOW-UP. Fax to Engineering after all inspections have been completed.

☐ A follow-up letter of work completed was sent to resident(s) on _____ ☐ N/A

☐ 30-day follow-up inspection completed _____ 6-month follow-up inspection completed _____

Keep original in the Maintenance File. When follow-up inspections are complete and e-mail a copy of this form to Engineering at MichaelEddy@forestcity.net.

EXAMPLE FOLLOW-UP LETTER

Date: _____

Resident Name
Street Address
City and State
Apt. #

Dear _____:

Action has been taken to clean up the mold in your home. We have _____. We hope all your concerns have been addressed. If not, please contact our Management Office.

To the best of our knowledge, the condition(s) that led to the mold growth was _____.

Your health is important to us and we strive to provide a quality environment for our residents and staff. By working together, we can minimize the likelihood of a future mold or mildew problem in your home. We hope you will find the attached *Tips for Preventing Mold and Mildew* to be helpful.

We will be contacting you regarding follow-up inspections to ensure that mold growth in your home has not recurred. If you notice any musty odors or see mold growth before the follow-up inspection, please call us promptly. Thank you for your continued cooperation.

Sincerely,

Property Manager

Enclosure: *Tips for Preventing Mold and Mildew*

cc: On-site Maintenance File

5.0 MOLD/MILDEW TRAINING

5.1 PERSONNEL TRAINING

Maintenance and operations personnel will be trained in the recognition and cleanup of suspected mold. New employees will be trained within their first 30 days of employment or prior to their first mold clean-up project, whichever comes first, and will attend refresher training annually. All onsite maintenance and operations personnel will be provided **Mold and Mildew Awareness Training** as detailed below. In addition to the awareness training, the Maintenance Supervisor, maintenance, custodial, and housekeeping staff (or anyone likely to do hands-on cleanup of mold) will be trained in **Mold Clean-Up Procedures** detailed below and will become familiar with Section 4 of this Plan. The Property Manager and Maintenance Supervisors will review and become familiar with this Plan, including all appendices and references materials, and will ensure that training records are kept up to date.

5.2 TRAINING

The Mold and Mildew Awareness Training module (below) will be reviewed by all onsite staff within 30 days of their employment, or prior to their first mold clean-up project, whichever comes first, and annually thereafter. BTAD will distribute an annual memorandum regarding mold training similar to the following.



Memorandum – Mold Training

To: All Property Managers

From: FCRM Business to Associate Development
(BTAD)

Re: Mold Awareness Training

Property Managers and Maintenance Supervisors will schedule team training for on-site associates to be administered. All completed Acknowledgements and/or Assessments are due to corporate annually in **December of each year**.

Steps for conducting the annual Mold Awareness Training, led by the Maintenance Supervisor (or Property Manager if Maintenance Supervisor position is vacant):

1. **Read** this memo entirely before beginning.
2. **ALL associates** are required to complete Mold Awareness Training by either reading or listening to someone read "Mold Awareness Training".
3. **Maintenance Supervisor, Maintenance, Custodial, and Housekeeping are required to continue with training of Clean-Up Procedures** by completing Step 2, reading or listening to someone read "Training in Mold Clean-Up Procedures", **AND** Mold Policy 14.500 Procedures 8 – 13. This is for anyone likely to do hands-on clean-up of mold.
4. **Property Managers, Maintenance Supervisors, and Security Directors are required to complete supervisory training** by completing step 2 (and step 3 for Maintenance Supervisors), reading the entire Mold Policy 14.500 and its attachments, reviewing and becoming familiar with the contents of the Mold O&M Manual, **AND** ensuring that training records are current. If you do not have an O&M Manual, contact the Engineering Dept.
5. **Print** copies of the current Mold Training Acknowledgement and Assessment and administer to ALL associates.
6. **All Administrative, Leasing/Relocation, amenity-related associates, and Security Guards** must complete a Mold Training Acknowledgement (top portion). This is the minimum requirement for these positions if they are not completing an assessment.
7. **Property Managers, Maintenance Supervisors, Security Directors, Maintenance, Custodial, and Housekeeping** must complete a Mold Training Acknowledgement (top portion) **AND** Assessment (bottom portion).
8. **Verify** all Acknowledgments and Assessments are signed and filled out completely. Please make sure names are legible.
9. **Scan/e-mail or fax** completed Acknowledgements/Assessments and names of any associates not trained due to STD or other leave to Becca Martello in December each year for grading and recording. Do not grade copies on-site. Once these are graded and recorded, copies of all Assessments will be returned to the Property Manager.
10. **File** original Acknowledgements and Assessments in the "Training" section of your Mold O&M Manual.

11. **Review** Assessments when returned. Discuss any incorrect answers with associates. A minimum score of 12 must be achieved. If an associate scores below 12, the Property Manager will be notified and the associate will be required to retake and resend the Assessment. Place graded assessments in the "Training" section of Mold O&M Manual. Once the graded assessment copies are filed, original assessments may be discarded.
12. **Replace** any Assessment that was retaken and passed with the original in the "Training" section of the Mold O&M Manual.
13. **Contact** Becca Martello with any questions.
14. **Result:** Each required associate will understand all training material content and be able to perform related functions according to policy.

REQUIRED ASSOCIATES INCLUDE: Property/General Manager, Maintenance Supervisor, Operations Manager, Maintenance Tech, Custodian, Housekeeping, and Security Director.

ALL OTHER ASSOCIATES (Administrative, Leasing/Relocation, amenity-related associates, and Security Guards) are not required to take the Assessment, BUT must complete the top portion (Acknowledgement) showing they read or listened to someone read "Mold Awareness Training".

****A completed document is required for EVERY associate – either a Mold Training Acknowledgement (top portion) OR Assessment (with Acknowledgement portion completely filled out).**

Note: New employees should be trained within the first month of employment as per FCRMI policy. The new associates would then participate in the next round of annual training with the intent that everyone receives training annually (roughly every 12 months).

Attachments to this e-mail:

Mold Awareness Training

Training in Mold Clean-Up Procedures

Mold Training Acknowledgement and Assessment (one page)

FCRMI Mold and Mold Training Policy, 14.500 (revised 12/08)

MOLD & MILDEW

AWARENESS TRAINING

Awareness training for all on-site staff

WHY THE TRAINING PROGRAM?

Every set of eyes is needed to watch for water damage and mold growth. Every hour counts when it comes to preventing mold from growing. If mold already has a foothold, it's important to report it to the Maintenance Supervisor, who can take appropriate action before a small problem becomes a large problem.

WHAT IS MOLD?

Molds are non-green plants that can grow without sunlight and they are present throughout the environment. Along with mildew, mushrooms, and yeast, molds are classified as fungi. Over 60,000 species of mold have been identified.

Outdoors, molds play a vital role in breaking down leaves, wood, and plant debris into fertile soil. Because molds grow by digesting organic material, they gradually destroy whatever they grow on. Indoors, molds can damage or destroy building materials and impair the health of building occupants in the process.

Molds reproduce by releasing spores which are microscopic in size. There are some mold spores in the air all the time, both indoors and outdoors. When mold grows indoors, air currents and the HVAC system can carry spores great distances. With adequate moisture and a nutrient source, spores of many species can germinate and begin to grow into mold plants within 48 hours. All molds need water to begin growing, so controlling moisture is the key to controlling mold. Spores which land in a dry location may lie dormant for many years, but can become activated if exposed to moisture.

Molds have root-like structures that can penetrate deep into porous materials. This complicates clean-up efforts because mold growth could recur even after surface growth has been scrubbed away and even if a disinfectant such as bleach has been used. Follow-up inspections are important to check for renewed growth.

HEALTH EFFECTS

Research on health effects is ongoing. Not all molds are considered harmful, but some common molds have been linked to allergic reactions and more serious illnesses, so it is a good idea to eliminate all mold growth from the indoor environment. Some people are more sensitive to mold exposure than others. The most susceptible individuals:

- ♦ Have existing respiratory conditions such as allergies, asthma, or chemical sensitivities.
- ♦ Have weakened immune systems due to HIV infection, chemotherapy, transplant surgery, etc.
- ♦ Are infants, babies, young children, or the elderly.

It is important to note that both dead and living mold can produce allergic and even toxic reactions in sensitive individuals. It is not enough to kill mold; it must be cleaned up. Dead spores can carry allergens just as effectively as viable (living) spores and are easily dispersed when a mold plant is dry or dead.

Health effects are the result of exposure by skin contact, by breathing in mold spores or fragments of mold plants, or by eating moldy food. Typical allergenic symptoms resulting from airborne mold exposure (either alone or in combination) are:

- ♦ Respiratory problems such as wheezing, difficulty breathing, and shortness of breath.
- ♦ Nasal and sinus congestion.
- ♦ Eye irritation (burning, watery, or reddened eyes).
- ♦ Dry, hacking cough.
- ♦ Nose or throat irritation.

The above symptoms could also be due to allergies triggered by pollen, pet dander, dust mites, or any number of other allergens. They do not “prove” mold exposure.

Some mold plants can cause skin rashes or skin irritation if they are touched. Moldy food should be discarded.

Mold-related illness due to indoor sources can best be “treated” by cleaning up the mold and eliminating its moisture source so new growth does not occur.

EVALUATING A MOLD PROBLEM

Small amounts of growth on nonporous surfaces in bathroom showers can and should be cleaned up by residents using household products designed for the purpose. This should be a part of routine housekeeping. Although such growth can be black and slimy, it typically feeds on soap residue and is not likely to be the “toxic black mold” that have been reported in the media.

Stachybotrys (stack-ee-botch-us), otherwise known as “toxic black mold,” feeds on cellulose (wood or paper-based) products that have stayed wet for a week or longer. When it is found indoors, it will most often be growing on wet wallboard or on ceiling tiles. If Stachybotrys is found growing inside a building, it indicates that a moisture problem was not corrected quickly and materials were not dried within the first 48 hours. At least one species of Stachybotrys can produce mycotoxins which can cause severe allergic reactions and possibly more serious health effects as well. Scientists continue to research possible links to serious illnesses, but at the present time, there are many conflicting reports and no conclusive answers.

On-site staff does not have to be concerned with identifying types of mold. That is not the responsibility of maintenance personnel. If any kind of mold is found growing indoors, it needs to be approached with caution and cleaned up by either on-site maintenance personnel or qualified contractors as designated in this Plan. Trained on-site staff wearing protective equipment can safely handle small projects. Professionals will be called in to handle large or complicated projects. If mold growth is discovered by maintenance staff, they are not to touch or disturb the mold in any way. Disturbing the mold could release spores into the air which could be inhaled. Instead, report the mold to the Maintenance Supervisor immediately

When a mold problem is reported by a resident or is discovered by staff, the Maintenance Supervisor should call/notify the Maintenance Manager who will notify the Regional Director of Facilities and Maintenance and Site Environmental Coordinator. The Regional Director of Facilities and Maintenance and/or Site Environmental Coordinator will in turn notify the Corporate Vice President of Engineering or his designee at the Corporate office as soon as practicable. A Mold Incident Report will need to be filled out and submitted via e-mail.

The Regional Director of Facilities and Maintenance, in consultation with the Corporate Vice President of Engineering or his designee will decide if the project should be handled by on-site staff. A Mold Clean-Up Kit containing protective equipment as needed for the project, such as a disposable respirator (if requested), goggles, gloves, and coveralls (optional) will be used. Cleaning supplies should already be on hand at the property maintenance warehouse.

If hidden mold growth is known or suspected, the Maintenance Supervisor should not attempt to conduct an investigation unless authorized to do so by the Regional Director of Facilities and Maintenance in consultation with the Corporate Vice President of Engineering or his designee. (Note: The Site Environmental Coordinator can direct or conduct this type of investigation.) Personal protective equipment prescribed in accordance with the training may need to be worn and precautions must be taken to contain an anticipated spore release when mold is disturbed as wall or floor cavities are opened. A professional may need to be hired.

WHAT TO REPORT TO THE MAINTENANCE SUPERVISOR:

Report Water Damage

- ♦ Report water damage immediately! If materials are dried within 48 hours, mold growth can probably be prevented. It's important to respond quickly to leaks, overflows, and flooding.

Report Visible Mold Growth

- ♦ There are many different kinds of mold. Mold can look cottony, slimy, leathery, granular, velvety, or sooty. Color, shape, and pattern may vary according to nutrient source and growing conditions as well as the type of mold. Circular patterns are common. Often several kinds of mold will grow on the same surface. If it looks like mold, report it.

Report Moldy Odors

- ♦ Most molds have an unpleasant musty or earthy odor. Mold growing in a hidden location may have an odor even if not readily visible.

Report Signs of Hidden Mold

- ♦ Discoloration or staining on a surface could be a sign that mold is growing behind it.
- ♦ Bulging surfaces could indicate moisture intrusion and hidden mold growth.
- ♦ Standing water near an outside air intake could be a clue to moisture or mold in the HVAC system. Slimy or foamy water in drip pans of air handling or air conditioning units can also be a sign of a mold problem.

Report Conditions That Could Favor Mold Growth, such as:

- ♦ High humidity and lack of air circulation in part of the building.
- ♦ A wet foundation.

- ♦ Landscaping mulch piled too high against the building.
- ♦ Broken sprinkler heads.

Report Health Complaints

- ♦ If a resident or staff member complains of health problems and thinks the symptoms are due to mold exposure in the building, report the complaint to the Maintenance Supervisor.

COMMON PLACES FOR MOLD TO GROW

- ♦ Any location where there has been a spill, leak, or water damage, especially if the area had been wet for over 48 hours.
- ♦ Areas where there has been an overflow from tubs, sinks, or toilets.
- ♦ Surfaces with water condensation or exposed to high humidity.
- ♦ Pipe chases and utility tunnels (due to leaking or condensing pipes).
- ♦ Wet or dirty insulation in ductwork.
- ♦ Basements, crawl spaces, and lower rooms.
- ♦ Window frames and outside walls.
- ♦ Carpets and carpet backing, (especially dirty carpeting).
- ♦ Ceiling tiles (especially top surface), and roofing materials above ceiling tiles.
- ♦ Any moisture-damaged paper or wood products.
- ♦ Behind bubbling paint or stained/peeling wallpaper or sheetrock.
- ♦ Overwatered indoor plants and areas of exposed soil.

Mold Clean-Up Procedure

Training for Small Projects

(less than 10 SF)

For on-site Maintenance, Custodial, and Housekeeping staff

EQUIPMENT

Keep the following supplies on hand for a mold emergency:

- Moisture Meter (to help diagnose the extent of a problem and to ensure that all materials dry following clean-up)
- 6-mil polyethylene sheeting (to build mini-enclosures, or to wrap damaged building materials for disposal)
- Heavy plastic disposal bags
- Duct tape
- Mild detergent
- Disposable scrub brushes, sponges, and cloths
- Plastic spray bottles for misting mold to keep it damp
- Household bleach (optional)

OTHER HELPFUL EQUIPMENT

- Wet vac
- HEPA vac (have on site or know where to rent). The filters in HEPA vacs are designed to trap extremely small particles like mold spores. Do not use a non-HEPA vac for mold clean-up.
- Blowers, fans (have on site or know where to rent)
- Dehumidifiers (have on site or know where to rent)

PROCEDURES

- The Site Environmental Coordinator will complete a Mold Incident Report and email to the Regional Director of Facilities and Maintenance, Maintenance Manager and Corporate Vice President of Engineering and his designee.
 - Call or contact the Maintenance Manager to obtain the appropriate health and safety equipment. a Mold clean-up supplies containing personal protective equipment (PPE) including goggles, gloves, and protective coveralls (if needed) are available. For mold clean-ups under 10 SF USEPA guidelines recommend using a N-95 or N-100 respirator. A disposable N-95 or N-100 filtering face piece respirator can be provided upon request for use by property personnel to perform mold clean-ups under 10 square feet. **Note:** the required use of a dust mask/disposable paper type respirator such as the N-95 will trigger compliance measures per the federal Respiratory Protection standard (1910.134) including a written respiratory protection program with work site specific procedures and medical evaluation of employees. For employees requesting a disposable N-95 or N-100 filtering facepiece respirator when not required under the OSHA Standard, Appendix D to Sec. 1910.134 (Mandatory) Information must be provided along with a copy of the disposable respirator instructions.
- Plan the work and decide what clean-up methods will be used. See Mold Policy 14.500 and EPA Table 2 for detailed guidance.

- Assemble equipment needed for the project.
- Notify and evacuate resident(s) from the work area.
- Turn off or block airflow that could carry spores outside the work area. For small projects, it is not usually necessary to construct containment barriers.
- Put on goggles, gloves, and coveralls as needed. If choosing to wear the above-referenced disposable respirator, then put it on.
- Using a spray bottle, mist (but do not soak) visible mold. This keeps some of the mold from becoming airborne.
- Proceed with mold clean-up (remediation).
- HEPA vacuum as a final clean-up step. Do a final wipe-down with a damp cloth if HEPA vac not available.
- Before leaving the work area, carefully remove and dispose of PPE. Seal contaminated materials in a plastic bag or plastic sheeting.
- Remove any protective barriers or signs and restore normal air flow.

EPA Table 1: Water Damage – Cleanup and Mold Prevention	
Guidelines for Response to Clean Water Damage within 24-48 Hours to Prevent Mold Growth	
Water-Damaged Material	Actions
Books and papers	<ul style="list-style-type: none"> • For non-valuable items, discard books and papers. • Photocopy valuable/important items, discard originals. • Freeze (in frost-free freezer or meat locker) or freeze-dry.
Carpet and backing – dry within 24-48 hours	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Reduce ambient humidity levels with dehumidifier. • Accelerate drying process with fans.
Ceiling tiles	<ul style="list-style-type: none"> • Discard and replace.
Cellulose insulation	<ul style="list-style-type: none"> • Discard and replace.
Concrete or cinder block surfaces	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters.
Fiberglass insulation	<ul style="list-style-type: none"> • Discard and replace.
Hard surface, porous flooring* (Linoleum, ceramic tile, vinyl)	<ul style="list-style-type: none"> • Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary. • Check to make sure underflooring is dry; dry underflooring if necessary.
Non-porous, hard surfaces (Plastics, metals)	<ul style="list-style-type: none"> • Vacuum or damp wipe with water and mild detergent and allow to dry; scrub if necessary.
Upholstered furniture	<ul style="list-style-type: none"> • Remove water with water extraction vacuum. • Accelerate drying process with dehumidifiers, fans, and/or heaters. • May be difficult to completely dry within 48 hours. If the piece is valuable, a restoration/water damage professional who specializes in furniture may be consulted.
Wallboard (Drywall and gypsum board)	<ul style="list-style-type: none"> • May be dried in place if there is no obvious swelling and the seams are intact. If not, remove, discard, and replace. • Ventilate the wall cavity, if possible.
Window drapes	<ul style="list-style-type: none"> • Follow laundering or cleaning instructions recommended by the manufacturer.

Wood surfaces	<ul style="list-style-type: none"> Remove moisture immediately and use dehumidifiers, gentle heat, and fans for drying. (Use caution when applying heat to hardwood floors.) Treated or finished wood surfaces may be cleaned with mild detergent and clean water and allowed to dry. Wet paneling should be pried away from wall for drying.
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Table 2: U.S. EPA Guidelines for Remediating Building Materials with Mold Growth Caused by Clean Water*			
SMALL - Total Surface Area Affected Less Than 10 square feet			
Material or Furnishing Affected	Cleanup Methods†	Personal Protective Equipment	Containment
Books and papers	3	Minimum: N-95 or N-100 respirator (disposable dust mask), gloves, and goggles	None required
Carpet and backing	1, 3		
Concrete or cinder block	1, 3		
Hard surface, porous flooring (linoleum, ceramic tile, vinyl)	1, 2, 3		
Non-porous, hard surfaces (plastics, metals)	1, 2, 3		
Upholstered furniture & drapes	1, 3		
Wallboard (drywall and gypsum board)	3		
Wood surfaces	1, 2, 3		

Cleanup Methods (see Table 2):

- Method 1:** Wet vacuum (in the case of porous materials, some mold spores/fragments will remain in the material but will not grow if the material is completely dried). Steam cleaning may be an alternative for carpets and some upholstered furniture.
- Method 2:** Damp-wipe surfaces with plain water or with water and detergent solution (except wood —use wood floor cleaner); scrub as needed.
- Method 3:** High-efficiency particulate air (HEPA) vacuum after the material has been thoroughly dried. Dispose of the contents of the HEPA vacuum in well-sealed plastic bags. **DO NOT USE A REGULAR VACUUM CLEANER! ONLY A HEPA FILTER IS CAPABLE OF TRAPPING MOLD SPORES.** If a HEPA vacuum is not available, do not use Method 3.
- Method 4:** Discard/remove water-damaged materials and seal in plastic bags. Dispose of as normal waste. HEPA vacuum area after it is dried.

Personal Protective Equipment (PPE)

- Less than 10 sq. ft.:** Gloves and goggles. Disposable N-95 or N-100 filtering face piece respirator available upon request; usage is on a voluntary basis. Coveralls (disposable) are optional on an as needed basis.

MOLD
2009 TRAINING ACKNOWLEDGEMENT AND ASSESSMENT

ACKNOWLEDGEMENT:

Print Name	_____	Community	_____
Sign Name	_____	Position	_____
Date Trained	_____	Trained By	_____

ASSESSMENT:

- Circle One
- 1 **True** **False** I am prohibited from hiring a mold remediation contractor without obtaining pre-approval from Engineering and my manager.
- 2 **True** **False** It is okay for me to replace drywall for mold cleanup before repairing the moisture source.
- 3 **True** **False** To prevent mold within 48 hours of a flood, I can pull back the carpet and use dehumidifiers.
- 4 **True** **False** When investigating a mold complaint, it is not important for me to ask the resident if he has repeatedly wiped/cleaned mold from the area over a period of time.
- 5 **True** **False** Water, tainted with sewage, ruptured from plumbing fixtures can be handled in the same manner as a ruptured drinking water line.
- 6 **True** **False** If I delay responding to/addressing excessive moisture, the mold growth will likely expand.
- 7 **True** **False** Elevated and extremely excessive humidity can, over time, cause just as much mold growth as water damage.
- 8 **True** **False** A mild, non-ammonia liquid dishwashing or other surfactant detergent mixed with warm water is best for cleaning off mold surfaces.
- 9 **True** **False** Use of chlorine bleach (in any form) is discouraged because it is a hazardous substance, except when needed for disinfectant or with detergent to remove stains caused by mold.
- 10 **A B C** Select the best approach to this scenario: You respond to a service request for suspected mold/mildew. You observe black splotchy spots on the exterior walls of the living room and bedroom. You take several digital pictures. The resident informs you that her son has asthma and has not been feeling well lately.
A. Tell her you will have a consultant perform mold testing and provide her with the results.
B. Relocate them to a hospitality suite until a consultant can perform mold testing.
C. Report your observations, conversation, and photos to Engineering and your regional or general manager. A plan of action will be determined.
- 11 **A B C** Select the best approach to this scenario: While in a garden-level apartment home or basement of a military home during the summer, you observe a clammy feeling in the air and condensation on the windows.
A. Report your observations to Engineering and suggest that a dehumidifier be installed to decrease the humidity pending investigation of the moisture source.
B. Report your observations to Engineering and suggest that a humidifier be installed to maintain the humidity pending investigation of the moisture source.
C. Check to see if an air cleaner is in use within the home.
- 12 **A B C** Select the best approach to this scenario: You respond to a service request for a broken bedroom door lock. You observe what you believe to be black mold on the bedroom wall measuring 6 inches by 2 feet.
A. Take digital pictures, contact a contractor for remediation, and schedule the work to be completed within 7 days.
B. Cut out the affected drywall, replace it with new, and paint it within 48 hours.
C. Remove the mold with a paper towel, assess the moisture level by using a moisture meter, take digital pictures, and complete the Mold Incident Report. Submit everything to Engineering and your regional or general manager.
- 13 **1 1.2 2 3** For the above scenario, what is the square footage of the affected drywall?
- 14 **True False** I have read and will adhere to our Mold policy and know where our Mold O&M Manual is.

Mold training and a minimum assessment score of 12 are required. Scoring is done in Cleveland.

Scan and e-mail completed assessments to beccamartello@forestcity.net.
Or fax to Becca at 216.928.0772.

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- F. FMNH9.000A – Move In/Move Out Unit Inspection and Inventory Report (Military)
- G. FMNH14.100A Annual Inspection Report (Military)
- 3. Practice preventive building maintenance to prevent conditions that favor mold growth.
- 4. Educate residents in mold prevention:
 - A. Conventional and FAH: Give each household a copy of *Tips for Preventing Mold and Mildew* (F14.500B) and have an adult household member sign the *Mold Tip Sheet Acknowledgment Form* (F14.500E). Give F14.500B and F14.500E to new residents at move-in. Insert signed and dated *Mold Tip Sheet Acknowledgment Form* in resident file as proof of notification.
 - B. Military: Each household will execute a Mold Addendum containing information about the prevention and reporting of mold at move in.
- 5. *Mold Awareness* training is facilitated by the Maintenance Supervisor. All required employees will receive *Awareness* training within their first 30 days of employment (or prior to the first mold clean-up project, whichever comes first) and annually thereafter. Business to Associate Development (BTAD) in partnership with Engineering furnishes an assessment to be administered as part of the training. The following employees are required to take the *Awareness* training and/or complete the assessment or Acknowledgement form:
 - A. Assessment and Acknowledgement: Managers, Maintenance Supervisors, Maintenance employees, Custodians, Groundskeepers, Dispatchers, and Security Directors.
 - B. Acknowledgement ONLY: Administrative, Leasing/Relocation, and amenity-related employees and Security Guards.
 - C. Assessment and Acknowledgement: Regional Managers during their first three months of employment.
- 6. *Mold Clean-Up Procedures* training is facilitated by the Maintenance Supervisor. All required employees will receive *Clean-Up* training within their first 30 days of employment (or prior to the first mold clean-up project, whichever comes first) and annually thereafter. The following employees are required to take the *Clean-Up* training:
 - A. Managers, Maintenance Supervisors, Maintenance employees, Custodians, Groundskeepers, Dispatchers, and Security Directors.

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- B. Regional Managers during their first three months of employment.
-
- 7. Trained employees are permitted to clean up small areas/less than 10 square feet of mold where the moisture source was clean water. However, employees with allergies, asthma, or other respiratory problems should not engage in mold clean-up activities.
 - 8. Maintenance Supervisor: when a mold incident occurs, document it on the Mold Incident Report (F14.500A) or equivalent designated within the Mold O&M Manual. Submit a copy and call the Vice President of Engineering and Environmental Specialist. Request a Mold Clean-Up Kit for projects that can be handled by employees.
 - A. Determine what moisture conditions enabled the mold to grow and fix the problem. If the cause is not addressed, the mold growth is likely to recur after clean up.
 - B. Vacate residents from the immediate work area. If persons in adjacent areas have respiratory problems, allergies, or are immune-suppressed, also vacate them while work is in progress.
 - C. Turn off air flow from the contaminated space to confine mold spores and debris to the work area.
 - D. Wear personal protection equipment (PPE) including waterproof gloves and goggles. For mold clean-ups under 10 square feet USEPA guidelines recommend using a N95 or N100 respirator. A disposable N-95 or N-100 filtering facepiece respirator can be provided upon request for use by employees to perform mold clean-ups of less than 10 square feet. The use of disposable coveralls is optional for mold clean-up of less than 10 square feet.
 - E. A containment barrier is not required for small jobs, but may be constructed from polyethylene sheeting if the Maintenance Supervisor, Vice President of Engineering and/or Environmental Specialist determines that this additional precaution is warranted.
 - F. To minimize the release of spores and dust during work, the contaminated surface may be misted with soapy water but not soaked or covered with plastic sheeting prior removal as directed by Vice President of Engineering or Environmental Specialist.
 - 9. **CLEAN-UP PROCEDURES:** Determine if the surface can be thoroughly cleaned. Mold-contaminated ceiling tiles, insulation, wallboard, sheetrock, and cellulose or fiberglass insulation are porous materials that usually should be discarded and replaced. Carpeting and backing should usually be replaced. See EPA Guidelines for further details. Prior to removal of moldy materials consult the Vice President of Engineering or Environment Specialist. Dispose of all mold-damaged materials in the community's dumpster after sealing them in plastic bags or plastic sheeting. Note: If your community was constructed prior to 1981 and is presumed to contain asbestos in the above materials, an asbestos remediation contractor may need to be hired to handle the project.

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- A. **HARD, SMOOTH SURFACES** such as plastic, metal, ceramic tile, vinyl, & linoleum. Scrub using warm water and a mild, non-ammonia detergent. Rinse, then wipe dry.

Use of bleach is discouraged except where needed as a disinfectant. If good outdoor ventilation is available, a solution of 1-1/2 cup household bleach in one gallon of water can be applied to the *cleaned* surface. **Never use full strength chlorine bleach** (which is actually less effective but more hazardous than diluted bleach). **Never mix ammonia with bleach** as the toxic fumes are themselves a health hazard. Bleach may harm some surfaces.

- B. **WOOD.** Scrub with wood floor cleaner, rinse, and dry.

- C. **CARPETING with slight, localized damage.** Wet vacuum or steam clean and dry within 48 hours. Pull corners of carpeting back and use fans/dehumidifiers to facilitate drying.

- D. **CONCRETE OR CINDER BLOCK.** Use a stiff brush to work detergent solution below the surface. Extract with a wet vac. Accelerate drying as needed.

10. After the surface has been cleaned, dry it as quickly and thoroughly as possible. If the surface is porous, use a water extraction vacuum, a dehumidifier, or fans as necessary to accelerate drying. Final clean with HEPA vac (if available).

11. Seal trash and disposable PPE in plastic before leaving the work area.

12. After remediation of mold within an occupied area, issue a follow-up letter (F14.500C) with *Tips for Preventing Mold & Mildew* (F14.500B) as an enclosure. Place a copy of the follow-up letter in resident's file. Consult Vice President of Engineering or Environmental Specialist for tailored letters for specific incidents.

13. Enter the mold clean up as a recurring service request to ensure follow-up. Inspect 30-days after clean up and six months after clean up. As inspections are completed, enter their dates on the *Mold Incident Report* to complete the report. Submit a copy to Engineering

6.0 RELIANCE LANGUAGE

6.1 USE BY THIRD PARTIES

This report was prepared for Ohana Military Communities, LLC, its Managing Member and other Members of Ohana Military Communities, LLC. It may be relied upon by Ohana Military Communities, LLC, its Managing Member and other Members of Ohana Military Communities, LLC, the United States of America, Department of the Navy, Ohana Military Communities, LLC's lenders, including, without limitation, Merrill Lynch & Co., the Bank of New York Trust Company, N.A., the Master Trustee under that certain Master Indenture (the "Indenture"), Trimont Real Estate Advisors, Inc., the Bondholder Representative under the Indenture, and each of their respective officers, directors, employees, affiliates, successors, assigns, legal counsel and advisors.

APPENDIX A

EPA GUIDELINES

Mold Remediation in Schools and Commercial Buildings

www.epa.gov/iaq/molds/images/moldremediation.pdf

A Brief Guide to Mold, Moisture and Your Home

www.epa.gov/iaq/molds/images/moldguide.pdf

NEW YORK CITY GUIDELINES

<http://www.nyc.gov/html/doh/downloads/pdf/epi/epi-mold-guidelines.pdf>

STATE OF HAWAII DEPARTMENT OF HEALTH

How to Remove Mold from Your House

<http://health.hawaii.gov/irhb/files/2013/06/How-to-Remove-Mold-Revised-10-2004.pdf>

APPENDIX B

USEFUL REFERENCES

1. USEPA, *Building Air Quality, A Guide for Building Owners and Facility Managers*, December 1991
2. Sheet Metal and Air Conditioning Contractors National Association (SMACNA), Chantilly, VA, *IAQ Guidelines for Occupied Buildings Under Construction*, November 1995
3. Institute of Inspection Cleaning and Restoration (IICRC), *Standard and Reference Guide for Professional Water Damage Restoration, S500, 3rd Edition*, Institute of Inspection, Cleaning and Restoration Certification, Vancouver, Washington, 2006
4. Washington State Department of Health, Office of Environmental Health & Safety Indoor Air Quality Program, *Got Mold? Frequently Asked Questions About Mold*, November 2009
<http://www.doh.wa.gov/CommunityandEnvironment/Contaminants/Mold.aspx>
5. Center for Disease Control
http://www.cdc.gov/mold/dampness_facts.htm

APPENDIX C
OTHER MICROBIAL HAZARDS

Other Microbial Hazards

Histoplasmosis

A lung disease caused by a fungus sometimes found in bird and bat droppings.

CONTROL MEASURES:

Discourage roosting sites. Use wet methods and wear a disposable respirator during clean-up.

Legionella (Legionnaire's Disease)

A type of bacteria that can cause pneumonia when the bacteria become aerosolized from warm water in water pipes, especially from a two-pipe water delivery system. In these systems, warm or hot water circulates continuously in a loop throughout the building.

CONTROL MEASURES:

Preventive maintenance on HVAC system and any cooling towers.

West Nile Virus

A virus which can infect birds (usually crows and Blue Jays) and can be carried from infected birds to humans by mosquitoes.

CONTROL MEASURES:

Eliminate standing water that could serve as a mosquito breeding site. City or county health departments may have a program to treat large areas of standing water if the area is at risk. Repair damaged screens and take other measures to keep mosquitoes outdoors.

Dust Mites

Nearly microscopic insects which feed on organic matter in dust. People who are allergy-prone are very often allergic to dust mites and their waste products. Dust mites can also trigger asthma attacks in susceptible people.

CONTROL MEASURES:

Good housekeeping to keep dust to a minimum, HEPA vacuuming, and keeping relative humidity below 50%.

APPENDIX D

RESIDENTIAL AND PROPERTY INSPECTION FORMS

MOLD INCIDENT REPORT

FILLED OUT BY MAINTENANCE SUPERVISOR ☐ OR SITE ENVIRONMENTAL COORD ☐

Property Name _____

Person who discovered/reported mold _____ Date _____

Describe where the mold was found (which apt. unit, floor & building) and the surfaces on which it is growing: _____

Probable source of moisture that led to mold growth _____

Health effects reported? ☐ Yes ☐ No Musty, moldy odor? ☐ Yes ☐ No Clean-Up Kit requested? ☐ Yes ☐ No

Visible mold? ☐ Yes ☐ No Mold area more than 10 sq. ft.? ☐ Yes ☐ No

(Check only if less than 10 sq. ft. of mold)

NOTIFICATIONS. E-mail the same day the mold incident was reported.

Reg Dir Facil & Maint ☐ Yes,

Date: _____ First contact 808-216-9293.

Fax (808) 839-9495 (Dispatch)

Corp VP of Engineering ☐ Yes, date: _____

Always required. Also call cell phone (216) 678-0508.

Fax (216) 263-4802

Loss Prevention ☐ Yes, date: _____

☐ No

Required if health effects reported. Also fax the Loss Prevention Liability Report form to Loss Prevention

Fax (216) 416-3648

Regional Mgr. ☐ Yes, date: _____

☐ No

Required if health effects reported or if over 10 sq. ft.

Other: _____

RESPONSE. Fill in the following sections as work is completed.

Date the probable cause of the moisture was corrected: _____

REMEDATION (CLEAN-UP) ACTION TAKEN	DATE

Date remediation completed _____ ☐ 30-day & 6-month follow-up inspection dates have been entered in Corrigo.

FOLLOW-UP. Fax to Engineering after all inspections have been completed.

☐ A follow-up letter of work completed was sent to resident(s) on _____ ☐ N/A

☐ 30-day follow-up inspection completed _____ 6-month follow-up inspection completed _____

Keep original in the Maintenance File. When follow-up inspections are complete e-mail a copy of this form to Corporate Environmental and Engineering at MichaelEddy@forestcity.net and jennifersterin@forestcity.net.

Ohana Military Communities, LLC
Indoor Environmental Quality, Suspected Mold, Mildew or Microbial
Observation Checklist

Date _____ Property _____ Unit _____

Inspected By _____ and _____

Occurrence	Room / Location / Explanation
Water stains or damp/wet areas: carpeting, floors, baseboards, walls or ceilings/tiles. Other evidence of spills or leaks or other damp items including clothes.	
Visible suspected mold or other unsanitary conditions in bathrooms or kitchens, including under sink vanities, or in other living spaces.	
Musty or moldy odors (and apparent or likely source).	
Bubbling paint or damaged drywall or cabinets (or peeling wallpaper)	
Bulging surfaces that could indicate moisture intrusion or hidden suspected mold growth.	
Obstructions to or malfunctions of HVAC vents, diffusers or returns. Damage to clothes dryer vent connection. Unvented or inappropriately vented appliances (dryer or stove/oven) and exhaust fans in kitchen and bathroom. Malfunctioning or perceived lack of use of exhaust fans in kitchen and bathroom.	
Wet or dirty insulation in ductwork or visible suspected mold in ductwork or HVAC system. Drip pans (HVAC or refrigerator) dirty, not flowing properly or obstructed. Drip pan moisture collection systems drain water away as appropriate.	
Overwatered plants or overabundant number of houseplants or vaporizer causing excess humidity in apartment. Pans (that may or may not be filled with water) placed on stove or HVAC unit to add humidity to the air.	
Inadequate housekeeping providing a nutrient source for mold.	
Lack of ventilation /proper air circulation due to overcrowding of furniture and other items. Overfilled closets or storage areas.	
Improper storage of chemicals. Offensive odors drawn in from source outside unit.	
Malfunctioning doors, windows or HVAC systems. Doors and windows closed in damp, humid or rainy weather.	

**Indoor Environmental Quality, Suspected Mold, Mildew or Microbial
Observation Checklist (continued)**

Occurrence	Room / Location / Explanation
Inappropriate temperature and/or humidity level due to infrequent or inappropriate use of air conditioning system, failure to use exhaust fan(s) and/or prolonged periods of cooking.	Actual temp in unit= _____ Describe humidity conditions:
Condensation /visible moisture accumulation on windows or window sills/framing, walls, bathroom tiles, behind toilet tank, countertops or other surfaces.	
Evidence of or observe: roaches, flies, bedbugs, mice, rats, fleas, etc	
Record Moisture Meter Readings: Room, Location & Moisture Level	
Pictures Taken of:	
Comments:	

APPENDIX E
ADDENDUM TO RESIDENTIAL LEASE
RELATING TO MOLD

MOLD AND MILDEW ADDENDUM

This will serve as an Addendum to the Lease dated _____, between
Ohana Military Communities, LLC, Owner, and _____,
("Resident"), regarding property located at _____,
(the "Premises").

Owner desires to maintain a quality living environment for Resident. To help achieve this goal, it is important for the Owner and Resident to work together to minimize any mold growth in the Premises. This Addendum contains information for Resident, and the responsibilities of both Resident and Owner.

1. **ABOUT MOLD:** Mold is found virtually everywhere in the environment—indoors and outdoors in new and old structures. When excess moisture is present inside Premises, mold can grow. Appropriate precautions need to be taken to minimize the potential for mold growth in the Premises.
2. **PREVENTING MOLD:** In order to minimize the potential for mold growth, Owner recommends the Resident should do the following:
 - a. Keep the Premises clean – particularly the kitchen, bathroom(s), carpets and floors. Regular dusting, vacuuming, and mopping removes household dirt and debris that contribute to mold growth. Use environmentally safe household cleaners. A vacuum cleaner with a high-efficiency particulate air ("HEPA") filter will help remove mold spores. Immediately throw away moldy food.
 - b. Do not block or cover any ventilation or air conditioning ducts. Whenever possible, maintain a temperature of 50 to 80 degrees Fahrenheit in the Premises.
 - c. Remove visible moisture accumulation on countertops, windows, windowsills, walls, ceilings, floors, and other surfaces as soon as reasonably possible. Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilet, windows, and patio doors using a common household disinfecting cleaner. Blot dry spills on carpeting.
 - d. Look for leaks in washing machine hoses, faucets, and discharge lines, especially if the leak is large enough to infiltrate into nearby walls.
 - e. Use the bathroom fan when bathing or showering and allow the fan to run until all excess moisture has been vented from the bathroom. Keep the shower curtain inside the tub or fully close the shower doors when showering. After taking a shower or bath: (i) wipe moisture off of shower walls, shower doors, the bathtub and the bathroom floor; (ii) leave bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (iii) hang towels and bath mats so they will completely dry out.
 - f. Use the exhaust fan in the kitchen when cooking or while running the dishwasher and allow the fan to run until all excess moisture has been vented from the kitchen.
 - g. Open windows and doors on days when the outdoor weather is warm and dry (humidity is below 50 percent) to help humid areas of the Premises dry out. Keep windows and doors closed in damp, humid, or rainy weather.
 - h. Clean the lint filter in the clothes dryer after each use and promptly report any damage to the vent connection. If condensations forms in the area, wipe it dry. Dry damp clothing as quickly as possible.

- i. Limit houseplants to a reasonable number to limit excess humidity and limit molds that could grow on the soil surface. Avoid over watering.
 - j. Do not overfill closets or storage areas. Overcrowding restricts airflow.
 - k. Promptly report to the Resident Services Office:
 - i. Any leak, water damage, or signs of water infiltration;
 - ii. Any malfunction in the heating, ventilation, or air conditioning system;
 - iii. Windows or doors that do not open or close properly;
 - iv. Any areas of visible mold (except very small areas that respond to routine cleaning);
 - v. Musty or moldy odors;
 - vi. Health issues that Resident thinks may be linked to the air quality within the Premises;Owner will respond in accordance with this Lease to repair or remedy the situation as necessary.
3. **EXISTING MOLD:** If small areas of mold have already formed on non-porous surfaces (such as ceramic tile, Formica, vinyl flooring, metal, wood or plastic), the Environmental Protection Agency (“EPA”) recommends cleaning the areas with soap or detergent and water, letting the surface dry, and then, within 24 hours, applying a pre-mixed, spray-on-type household biocide, such as Lysol Disinfectant®, Pine-Sol Disinfectant®, Tilex Mildew Remover®, or Clorox Cleanup. Tilex and Clorox contain bleach that can discolor or stain. **Follow the instructions on the container.** Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface. Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because mold may be in adjacent areas, but not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (“HEPA”) filter can be used to help remove mold products from porous items such as sofas, chairs, drapes and carpets—provided fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.
4. **DO NOT CLEAN OR APPLY HOUSEHOLD BIOCIDES TO:** (a) visible mold on porous surfaces such as sheetrock walls or ceilings; or (b) large areas of visible mold on non-porous surfaces. Instead, notify Owner in writing; Owner will take appropriate action in compliance with applicable law.
5. **COMPLIANCE:** If Resident fails to comply with this Addendum, Resident may be held responsible for damage to the Premises and any health problems that may result.

Resident:

Forest City Residential Management, Inc.
Agent for Owner

By: _____

Date:

Date:



A BRIEF GUIDE TO
MOLD,
MOISTURE,
AND
YOUR HOME

**This Guide provides
information and guidance
for homeowners and
renters on how to clean
up residential mold
problems and how to
prevent mold growth.**

*U.S. Environmental Protection Agency
Office of Air and Radiation
Indoor Environments Division
1200 Pennsylvania Avenue, N. W.
Mailcode: 6609J
Washington, DC 20460
www.epa.gov/iaq*

A BRIEF GUIDE TO MOLD, MOISTURE, AND YOUR HOME

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MOLD BASICS

- The key to mold control is moisture control.
- If mold is a problem in your home, you should clean up the mold promptly *and* fix the water problem.
- It is important to dry water-damaged areas and items within 24-48 hours to prevent mold growth.



Why is mold growing in my home?



Mold growing outdoors on firewood. Molds come in many colors; both white and black molds are shown here.

Molds are part of the natural environment. Outdoors, molds play a part in nature by breaking down dead organic matter such as fallen leaves and dead trees, but indoors, mold growth should be avoided. Molds reproduce by means of tiny spores; the spores are invisible to the naked eye and float through outdoor and indoor air. Mold may begin growing indoors when mold spores land on surfaces that are wet. There are many types of mold, and none of them will grow without water or moisture.

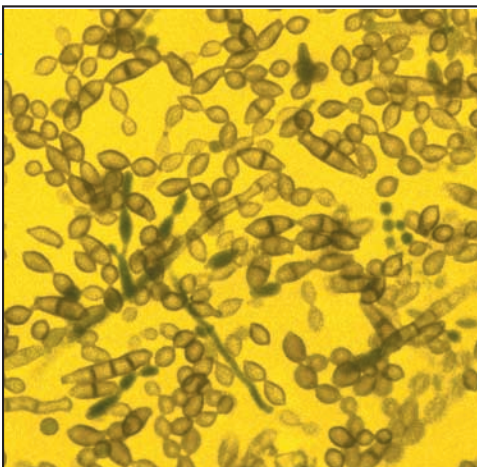
Can mold cause health problems? Molds are usually not a problem indoors, unless mold spores land on a wet or damp spot and begin growing. Molds have the potential to cause health problems. Molds produce allergens (substances that can cause allergic reactions), irritants, and in some cases, potentially toxic substances (mycotoxins).

Inhaling or touching mold or mold spores may cause allergic reactions in sensitive individuals. Allergic responses include hay fever-type symptoms, such as sneezing, runny nose, red eyes, and skin rash (dermatitis). Allergic reactions to mold are common. They can be immediate or delayed. Molds can also cause asthma attacks in people with asthma who are allergic to mold. In addition, mold exposure can irritate the eyes, skin, nose, throat, and lungs of both mold-

allergic and non-allergic people. Symptoms other than the allergic and irritant types are not commonly reported as a result of inhaling mold.

Research on mold and health effects is ongoing. This brochure provides a brief overview; it does not describe all potential health effects related to mold exposure. For more detailed information consult a health professional. You may also wish to consult your state or local health department.

How do I get rid of mold? It is impossible to get rid of all mold and mold spores indoors; some mold spores will be found floating through the air and in house dust. The mold spores will not grow if moisture is not present. Indoor mold growth can and should be prevented or controlled by controlling moisture indoors. If there is mold growth in your home, you must clean up the mold **and** fix the water problem. If you clean up the mold, but don't fix the water problem, then, most likely, the mold problem will come back.



Magnified mold spores.

Molds can gradually destroy the things they grow on. You can prevent damage to your home and furnishings, save money, and avoid potential health problems by controlling moisture and eliminating mold growth.

MOLD

CLEANUP



Leaky window – mold is beginning to rot the wooden frame and windowsill.

If you already have a mold problem –
ACT QUICKLY.

Mold damages what it grows on. The longer it grows, the more damage it can cause.

Who should do the cleanup? Who should do the cleanup depends on a number of factors. One consideration is the size of the mold problem. If the moldy area is less than about 10 square feet (less than roughly a 3 ft. by 3 ft. patch), in most cases, you can handle the job yourself, following the guidelines below. However:

- If there has been a lot of water damage, and/or mold growth covers more than 10 square feet, consult the U.S. Environmental Protection Agency (EPA) guide: *Mold Remediation in Schools and Commercial Buildings*. Although focused on schools and commercial

buildings, this document is applicable to other building types. It is available on the Internet at: www.epa.gov/mold.

- If you choose to hire a contractor (or other professional service provider) to do the cleanup, make sure the contractor has experience cleaning up mold. Check references and ask the contractor to follow the recommendations in EPA's *Mold Remediation in Schools and Commercial Buildings*, the guidelines of the American Conference of Governmental Industrial Hygienists (ACGIH), or other guidelines from professional or government organizations.
- If you suspect that the heating/ventilation/air conditioning (HVAC) system may be contaminated with mold (it is part of an identified moisture problem, for instance, or there is mold near the intake to the system), consult EPA's guide *Should You Have the Air Ducts in Your Home Cleaned?* before taking further action. Do not run the HVAC system if you know or suspect that it is contaminated with mold - it could spread mold throughout the building. Visit www.epa.gov/iaq/pubs to download a copy of the EPA guide.
- If the water and/or mold damage was caused by sewage or other contaminated water, then call in a professional who has experience cleaning and fixing buildings damaged by contaminated water.
- If you have health concerns, consult a health professional before starting cleanup.

MOLD **CLEANUP** GUIDELINES

BATHROOM TIP

Places that are often or always damp can be hard to maintain completely free of mold. If there's some mold in the shower or elsewhere in the bathroom that seems to reappear, increasing the ventilation (running a fan or opening a window) and cleaning more frequently will usually prevent mold from recurring, or at least keep the mold to a minimum.



Tips and techniques The tips and techniques presented in this section will help you clean up your mold problem. Professional cleaners or remediators may use methods not covered in this publication. Please note that mold may cause staining and cosmetic damage. It may not be possible to clean an item so that its original appearance is restored.

- Fix plumbing leaks and other water problems as soon as possible. Dry all items completely.
- Scrub mold off hard surfaces with detergent and water, and dry completely.

Mold growing on the underside of a plastic lawnchair in an area where rainwater drips through and deposits organic material.



Mold growing on a piece of ceiling tile.



- Absorbent or porous materials, such as ceiling tiles and carpet, may have to be thrown away if they become moldy. Mold can grow on or fill in the empty spaces and crevices of porous materials, so the mold may be difficult or impossible to remove completely.
- Avoid exposing yourself or others to mold (see discussions: **What to Wear When Cleaning Moldy Areas** and **Hidden Mold**.)
- Do not paint or caulk moldy surfaces. Clean up the mold and dry the surfaces before painting. Paint applied over moldy surfaces is likely to peel.
- If you are unsure about how to clean an item, or if the item is expensive or of sentimental value, you may wish to consult a specialist. Specialists in furniture repair, restoration, painting, art restoration and conservation, carpet and rug cleaning, water damage, and fire or water restoration are commonly listed in phone books. Be sure to ask for and check references. Look for specialists who are affiliated with professional organizations.

WHAT TO WEAR WHEN CLEANING MOLDY AREAS



Mold growing on a suitcase stored in a humid basement.

It is important
to take
precautions to
**LIMIT
YOUR
EXPOSURE**
to mold and
mold spores.

- **Avoid breathing in mold or mold spores.** In order to limit your exposure to airborne mold, you may want to wear an N-95 respirator, available at many hardware stores and from companies that advertise on the Internet. (They cost about \$12 to \$25.) Some N-95 respirators resemble a paper dust mask with a nozzle on the front, others are made primarily of plastic or rubber and have removable cartridges that trap most of the mold spores from entering. In order to be effective, the respirator or mask must fit properly, so carefully follow the instructions supplied with the respirator. Please note that the Occupational Safety and Health Administration (OSHA) requires that respirators fit properly (fit testing) when used in an occupational setting; consult OSHA for more information (800-321-OSHA or osha.gov/).

- **Wear gloves.** Long gloves that extend to the middle of the forearm are recommended. When working with water and a mild detergent, ordinary household rubber gloves may be used. If you are using a disinfectant, a biocide such as chlorine bleach, or a strong cleaning solution, you should select gloves made from natural rubber, neoprene, nitrile, polyurethane, or PVC (see **Cleanup and Biocides**). Avoid touching mold or moldy items with your bare hands.
- **Wear goggles.** Goggles that do not have ventilation holes are recommended. Avoid getting mold or mold spores in your eyes.



Cleaning while wearing N-95 respirator, gloves, and goggles.

How do I know when the remediation or cleanup is finished?

- You must have completely fixed the water or moisture problem before the cleanup or remediation can be considered finished.
- You should have completed mold removal. Visible mold and moldy odors should not be present. Please note that mold may cause staining and cosmetic damage.
 - You should have revisited the site(s) shortly after cleanup and it should show no signs of water damage or mold growth.
 - People should have been able to occupy or re-occupy the area without health complaints or physical symptoms.
 - Ultimately, this is a judgment call; there is no easy answer.

MOISTURE AND MOLD **PREVENTION** AND CONTROL TIPS

MOISTURE Control is the Key to **Mold Control**



*Mold growing
on the surface
of a unit
ventilator.*

- When water leaks or spills occur indoors - **ACT QUICKLY.**
If wet or damp materials or areas are dried 24-48 hours after a leak or spill happens, in most cases mold will not grow.
- Clean and repair roof gutters regularly.
- Make sure the ground slopes away from the building foundation, so that water does not enter or collect around the foundation.
- Keep air conditioning drip pans clean and the drain lines unobstructed and flowing properly.



Condensation on the inside of a window-pane.

- Keep indoor humidity low. If possible, keep indoor humidity below 60 percent (ideally between 30 and 50 percent) relative humidity. Relative humidity can be measured with a moisture or humidity meter, a small, inexpensive (\$10-\$50) instrument available at many hardware stores.

- If you see condensation or moisture collecting on windows, walls or pipes - ACT QUICKLY to dry the wet surface and reduce the moisture/water source. Condensation can be a sign of high humidity.

Actions that will help to reduce humidity:

- 💧 Vent appliances that produce moisture, such as clothes dryers, stoves, and kerosene heaters to the outside where possible. (Combustion appliances such as stoves and kerosene heaters produce water vapor and will increase the humidity unless vented to the outside.)
- 💧 Use air conditioners and/or de-humidifiers when needed.
- 💧 Run the bathroom fan or open the window when showering. Use exhaust fans or open windows whenever cooking, running the dishwasher or dishwashing, etc.

Actions that will help prevent condensation:

- ◆ Reduce the humidity (see preceeding page).
- ◆ Increase ventilation or air movement by opening doors and/or windows, when practical. Use fans as needed.
- ◆ Cover cold surfaces, such as cold water pipes, with insulation.
- ◆ Increase air temperature.

Mold growing on a wooden headboard in a room with high humidity.



Renters: Report all plumbing leaks and moisture problems immediately to your building owner, manager, or superintendent. In cases where persistent water problems are not addressed, you may want to contact local, state, or federal health or housing authorities.



Rust is an indicator that condensation occurs on this drainpipe. The pipe should be insulated to prevent condensation.

Testing or sampling for mold Is sampling for mold needed? **In most cases, if visible mold growth is present, sampling is unnecessary.** Since no EPA or other federal limits have been set for mold or mold spores, sampling cannot be used to check a building's compliance with federal mold standards. Surface sampling may be useful to determine if an area has been

adequately cleaned or remediated. Sampling for mold should be conducted by professionals who have specific experience in designing mold sampling protocols, sampling methods, and interpreting results. Sample analysis should follow analytical methods recommended by the American Industrial Hygiene Association (AIHA), the American Conference of Governmental Industrial Hygienists (ACGIH), or other professional organizations.

HIDDEN MOLD

Mold growing on the back side of wallpaper.



Suspicion of hidden mold You may suspect hidden mold if a building smells moldy, but you cannot see the source, or if you know there has been water damage and residents are reporting health problems. Mold may be hidden in places such as the back side of dry wall, wallpaper, or paneling, the top side of ceiling tiles, the underside of carpets and pads, etc. Other possible locations of hidden mold include areas inside walls around pipes (with leaking or condensing pipes), the surface of walls behind furniture (where condensation forms), inside ductwork, and in roof materials above ceiling tiles (due to roof leaks or insufficient insulation).

Investigating hidden mold problems Investigating hidden mold problems may be difficult and will require caution when the investigation involves disturbing potential sites of mold growth. For example, removal of wallpaper can lead to a massive release of spores if there is mold growing on the underside of the paper. If you believe that you may have a hidden mold problem, consider hiring an experienced professional.

Cleanup and Biocides Biocides are substances that can destroy living organisms. The use of a chemical or biocide that kills organisms such as mold (chlorine bleach, for example) is not recommended as a routine practice during mold cleanup. There may be instances, however, when professional judgment may indicate its use (for example, when immune-compromised individuals are present). In most cases, it is not possible or desirable to sterilize an area; a background level of mold spores will remain - these spores will not grow if the moisture problem has been resolved. If you choose to use disinfectants or biocides, always ventilate the area and exhaust the air to the outdoors. Never mix chlorine bleach solution with other cleaning solutions or detergents that contain ammonia because toxic fumes could be produced.

Please note: Dead mold may still cause allergic reactions in some people, so it is not enough to simply kill the mold, it must also be removed.

Water stain on a basement wall — locate and fix the source of the water promptly.



ADDITIONAL RESOURCES

For more information on mold related issues including mold cleanup and moisture control/condensation/humidity issues, visit:

www.epa.gov/mold



Mold growing on fallen leaves.

This document is available on the Environmental Protection Agency, Indoor Environments Division website at: www.epa.gov/mold

NOTES

Acknowledgements

EPA would like to thank Paul Ellringer, PE, CIH, for providing the photo on page 14.

Please note that this document presents recommendations. EPA does not regulate mold or mold spores in indoor air.



THIS MOLD AND MILDEW ADDENDUM is made a part of the Lease with Ohana Military Communities, LLC (the "Owner") and the Individuals referenced on Page 1 of the Lease (hereinafter collectively referred to as "Resident").

MOLD: Mold is found virtually everywhere in our environment—both indoors and outdoors and in new and old structures. Molds are naturally occurring microscopic organisms, which reproduce by spores and have existed practically from the beginning of time. All of us have lived with mold spores all our lives. Without molds we would all be struggling with large amounts of dead organic matter. Mold breaks down organic matter in the environment and uses the end product for its food. Mold spores (like plant pollen) spread through the air and are commonly transported by shoes, clothing and other materials. When excess moisture is present inside a dwelling, mold can grow. There is conflicting scientific evidence as to what constitutes a sufficient accumulation of mold which could lead to adverse health effects. Nonetheless appropriate precautions need to be taken.

PREVENTING MOLD BEGINS WITH THE RESIDENT: In order to minimize the potential for mold growth in the Premises, Resident agrees to do the following:

- Provide appropriate climate control and take other measures to retard and prevent mold and mildew from accumulating in the Premises. Resident agrees to use all air conditioning in a reasonable manner and use heating systems in moderation, and to keep the Premises properly ventilated by periodically opening windows to allow circulation of fresh air during dry weather only. Resident agrees not to block or cover any of the heating, ventilation or air-conditioning ducts in the Premises.
- Keep Premises clean – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food for mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, ceilings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines—especially if the leak is large enough for water to infiltrate into nearby walls.
- When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, the experts recommend that after taking a shower or bath: (1) wipe moisture off of shower walls, shower doors, the bath tub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up towels and bath mats so they will completely dry out. Turn on any exhaust fans in the bathroom and kitchen before showering or cooking with open pots.
- Keep blinds 1 to 2 inches above the windowsill to allow air circulation behind blinds; use ceiling fans if present, and replace air filters according to management rules.
- IF SMALL AREAS OF MOLD HAVE ALREADY OCCURRED ON NO-POROUS SURFACES (such as ceramic tile, Formica, vinyl flooring, metal, wood or plastic), AND THE MOLD IS NOT DUE TO AN ONGOING LEAK OR MOISTURE PROBLEM, the federal Environmental Protection Agency (EPA) recommends that the area is first cleaned with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant, Tilex Mildew Remover or Clorox Clean. (Note: Only a few of the common household cleaners will actually kill mold.) Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instruction on the container. Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.
- Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because mold may be adjacent in quantities not yet visible to the naked eye. A cleaner with a high-efficiency particulate air (HEPA) filter can be used to help remove non-visible mold products from porous

items such as fibers in sofas, chairs, drapes and carpets-provided the fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.

RESIDENT SHALL IMMEDIATELY REPORT TO MANAGEMENT IN WRITING:

- Any air conditioning or heating system problems discovered.
- Rainwater leaking from roofs, windows, doors and outside walls, as well as flood waters rising above floor level.
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip pans or clogged up a/c condensation lines.
- Leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs, and sinks.
- Washing machine hose leaks, plant-watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open pot cooking.
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air); and
- Insufficient drying of carpets, carpet pads, shower walls and bathroom floors.
- Any evidence of a water leak or excessive moisture in the Premises as well as in any storage room, garage or other common area.
- Evidence of mold or mildew-like growth in the Premises that cannot be removed simply by applying a common household cleaner and wiping the area.
- Musty odors, shower/bath/sink/toilet overflows
- Any inoperable doors or windows
- Discoloration of walls, baseboards, doors, window frames, or ceilings
- Moldy clothing
- Moisture dripping from or around any vents, air conditioning condenser lines

Management will respond in accordance with the state law and the Lease to repair or remedy if necessary.

RELOCATION: Please understand that if mold is detected in your Premises, the Owner may, at its discretion and its cost, temporarily relocate you to a comparable, furnished apartment or a hotel while the Owner evaluates, and if the Owner deems necessary, corrects the problem. Your signature below indicates your agreement that the Owner may temporarily relocate you to a comparable furnished apartment or a hotel under such circumstances.

TERMINATION OF TENANCY: Owner reserves the right to terminate the tenancy and Resident agrees to vacate the Premises if Owner in its sole judgment feels that either there is mold or mildew present in the Premises which may pose a safety or health hazard to Resident or other persons and/or Resident's actions or inactions are causing a condition which is conducive to mold growth.

INSPECTIONS: Resident agrees that Owner and Owner's agent may conduct inspections of the Premises at any time with reasonable notice.

VIOLATION OF ADDENDUM: Resident further agrees that Resident shall be responsible for damage to the home and Resident's property as well as personal injury to Resident and occupants resulting from Resident's failure to comply with the terms of this Addendum. Noncompliance includes, but is not limited to, Resident's failure to immediately notify management in writing of any mold, mildew or moisture problems. A default under the terms of this Addendum shall be deemed a material default under the terms of the Lease, and Owner shall be entitled to exercise all rights and remedies at law or in equity. Resident shall indemnify and hold Owner and Owner's agents harmless from and against all damages and injuries to person and property as a result of Resident's failure to comply with the terms of this Addendum.

LEASE: This Addendum is in addition to and made a part of the Lease and in the event there is a conflict between the Lease and this Addendum, the provisions of this Addendum shall govern. Except as specifically stated herein, all

other terms and conditions of the Lease shall remain unchanged. Any term that is capitalized but not defined in this Addendum shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

We have read and agree to the above.

X _____ x _____
RESIDENT DATE

X _____ x _____
RESIDENT DATE

Ohana Military Communities, LLC
By: Forest City Residential Management, Inc., Authorized Agent

X _____ x _____
OWNER DATE

THIS MOLD AND MILDEW ADDENDUM is made a part of the Lease with Ohana Military Communities, LLC (the "Owner") and the Individuals referenced on Page 1 of the Lease (hereinafter collectively referred to as "Resident").

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- Keep Premises clean – particularly the kitchen, the bathroom(s), carpets and floors. Regular vacuuming, mopping and using a household cleaner to clean hard surfaces is important to remove the household dirt and debris that harbor mold or food for mold. Immediately throw away moldy food.
- Remove visible moisture accumulation on windows, walls, ceilings, floors and other surfaces as soon as reasonably possible. Look for leaks in washing machine hoses and discharge lines—especially if the leak is large enough for water to infiltrate into nearby walls.
- When showering, be sure to keep the shower curtain inside the tub or fully close the shower doors. Also, the experts recommend that after taking a shower or bath: (1) wipe moisture off of shower walls, shower doors, the bath tub and the bathroom floor; (2) leave the bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (3) hang up towels and bath mats so they will completely dry out. Turn on any exhaust fans in the bathroom and kitchen before showering or cooking with open pots.
- Keep blinds 1 to 2 inches above the windowsill to allow air circulation behind blinds; use ceiling fans if present, and replace air filters according to management rules.
- IF SMALL AREAS OF MOLD HAVE ALREADY OCCURRED ON NO-POROUS SURFACES (such as ceramic tile, Formica, vinyl flooring, metal, wood or plastic), AND THE MOLD IS NOT DUE TO AN ONGOING LEAK OR MOISTURE PROBLEM, the federal Environmental Protection Agency (EPA) recommends that the area is first cleaned with soap (or detergent) and water, let the surface dry, and then within 24 hours apply a pre-mixed, spray-on type household biocide, such as Lysol Disinfectant, Pine-Sol Disinfectant, Tilex Mildew Remover or Clorox Clean. (Note: Only a few of the common household cleaners will actually kill mold.) Tilex and Clorox contain bleach, which can discolor or stain. Be sure to follow the instruction on the container. Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface.
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- Rainwater leaking from roofs, windows, doors and outside walls, as well as flood waters rising above floor level.
- Overflows from showers, bathtubs, toilets, lavatories, sinks, washing machines, dehumidifiers, refrigerator or a/c drip pans or clogged up a/c condensation lines.
- Leaks from plumbing lines or fixtures and leaks into walls from bad or missing grouting/caulking around showers, tubs, and sinks.
- Washing machine hose leaks, plant-watering overflows, pet urine, cooking spills, beverage spills and steam from excessive open pot cooking.
- Leaks from clothes dryer discharge vents (which can put lots of moisture into the air); and
- Insufficient drying of carpets, carpet pads, shower walls and bathroom floors.
- Any evidence of a water leak or excessive moisture in the Premises as well as in any storage room, garage or other common area.
- Evidence of mold or mildew-like growth in the Premises that cannot be removed simply by applying a common household cleaner and wiping the area.
- Musty odors, shower/bath/sink/toilet overflows
- Any inoperable doors or windows
- Discoloration of walls, baseboards, doors, window frames, or ceilings
- Moldy clothing
- Moisture dripping from or around any vents, air conditioning condenser lines

Management will respond in accordance with the state law and the Lease to repair or remedy if necessary.

RELOCATION: Please understand that if mold is detected in your Premises, the Owner may, at its discretion and its cost, temporarily relocate you to a comparable, furnished apartment or a hotel while the Owner evaluates, and if the Owner deems necessary, corrects the problem. Your signature below indicates your agreement that the Owner may temporarily relocate you to a comparable furnished apartment or a hotel under such circumstances.

TERMINATION OF TENANCY: Owner reserves the right to terminate the tenancy and Resident agrees to vacate the Premises if Owner in its sole judgment feels that either there is mold or mildew present in the Premises which may pose a safety or health hazard to Resident or other persons and/or Resident's actions or inactions are causing a condition which is conducive to mold growth.

INSPECTIONS: Resident agrees that Owner and Owner's agent may conduct inspections of the Premises at any time with reasonable notice.

VIOLATION OF ADDENDUM: Resident further agrees that Resident shall be responsible for damage to the home and Resident's property as well as personal injury to Resident and occupants resulting from Resident's failure to comply with the terms of this Addendum. Noncompliance includes, but is not limited to, Resident's failure to immediately notify management in writing of any mold, mildew or moisture problems. A default under the terms of this Addendum shall be deemed a material default under the terms of the Lease, and Owner shall be entitled to exercise all rights and remedies at law or in equity. Resident shall indemnify and hold Owner and Owner's agents harmless from and against all damages and injuries to person and property as a result of Resident's failure to comply with the terms of this Addendum.

LEASE: This Addendum is in addition to and made a part of the Lease and in the event there is a conflict between the Lease and this Addendum, the provisions of this Addendum shall govern. Except as specifically stated herein, all

other terms and conditions of the Lease shall remain unchanged. Any term that is capitalized but not defined in this Addendum shall have the same meaning for purposes of this Addendum as it has for purposes of the Lease.

We have read and agree to the above.

X _____ x _____
RESIDENT DATE

X _____ x _____
RESIDENT DATE

Ohana Military Communities, LLC
By: Forest City Residential Management, Inc., Authorized Agent

X _____ x _____
OWNER DATE

MOLD AND MILDEW ADDENDUM

This will serve as an Addendum to the Lease dated _____, between
Ohana Military Communities, LLC, Owner, and _____,
("Resident"), regarding property located at _____,
(the "Premises").

Owner desires to maintain a quality living environment for Resident. To help achieve this goal, it is important for the Owner and Resident to work together to minimize any mold growth in the Premises. This Addendum contains information for Resident, and the responsibilities of both Resident and Owner.

1. **ABOUT MOLD:** Mold is found virtually everywhere in the environment—indoors and outdoors in new and old structures. When excess moisture is present inside Premises, mold can grow. Appropriate precautions need to be taken to minimize the potential for mold growth in the Premises.
2. **PREVENTING MOLD:** In order to minimize the potential for mold growth, Owner recommends the Resident should do the following:
 - a. Keep the Premises clean – particularly the kitchen, bathroom(s), carpets and floors. Regular dusting, vacuuming, and mopping removes household dirt and debris that contribute to mold growth. Use environmentally safe household cleaners. A vacuum cleaner with a high-efficiency particulate air ("HEPA") filter will help remove mold spores. Immediately throw away moldy food.
 - b. Do not block or cover any ventilation or air conditioning ducts. Whenever possible, maintain a temperature of 50 to 80 degrees Fahrenheit in the Premises.
 - c. Remove visible moisture accumulation on countertops, windows, windowsills, walls, ceilings, floors, and other surfaces as soon as reasonably possible. Periodically clean and dry the walls and floors around the sink, bathtub, shower, toilet, windows, and patio doors using a common household disinfecting cleaner. Blot dry spills on carpeting.
 - d. Look for leaks in washing machine hoses, faucets, and discharge lines, especially if the leak is large enough to infiltrate into nearby walls.
 - e. Use the bathroom fan when bathing or showering and allow the fan to run until all excess moisture has been vented from the bathroom. Keep the shower curtain inside the tub or fully close the shower doors when showering. After taking a shower or bath: (i) wipe moisture off of shower walls, shower doors, the bathtub and the bathroom floor; (ii) leave bathroom door open until all moisture on the mirrors and bathroom walls and tile surfaces has dissipated; and (iii) hang towels and bath mats so they will completely dry out.
 - f. Use the exhaust fan in the kitchen when cooking or while running the dishwasher and allow the fan to run until all excess moisture has been vented from the kitchen.
 - g. Open windows and doors on days when the outdoor weather is warm and dry (humidity is below 50 percent) to help humid areas of the Premises dry out. Keep windows and doors closed in damp, humid, or rainy weather.
 - h. Clean the lint filter in the clothes dryer after each use and promptly report any damage to the vent connection. If condensations forms in the area, wipe it dry. Dry damp clothing as quickly as possible.

- i. Limit houseplants to a reasonable number to limit excess humidity and limit molds that could grow on the soil surface. Avoid over watering.
 - j. Do not overfill closets or storage areas. Overcrowding restricts airflow.
 - k. Promptly report to the Resident Services Office:
 - i. Any leak, water damage, or signs of water infiltration;
 - ii. Any malfunction in the heating, ventilation, or air conditioning system;
 - iii. Windows or doors that do not open or close properly;
 - iv. Any areas of visible mold (except very small areas that respond to routine cleaning);
 - v. Musty or moldy odors;
 - vi. Health issues that Resident thinks may be linked to the air quality within the Premises;Owner will respond in accordance with this Lease to repair or remedy the situation as necessary.
3. **EXISTING MOLD:** If small areas of mold have already formed on non-porous surfaces (such as ceramic tile, Formica, vinyl flooring, metal, wood or plastic), the Environmental Protection Agency (“EPA”) recommends cleaning the areas with soap or detergent and water, letting the surface dry, and then, within 24 hours, applying a pre-mixed, spray-on-type household biocide, such as Lysol Disinfectant®, Pine-Sol Disinfectant®, Tilex Mildew Remover®, or Clorox Cleanup. Tilex and Clorox contain bleach that can discolor or stain. **Follow the instructions on the container.** Applying biocides without first cleaning away the dirt and oils from the surface is like painting over old paint without first cleaning and preparing the surface. Always clean and apply a biocide to an area 5 or 6 times larger than any visible mold because mold may be in adjacent areas, but not yet visible to the naked eye. A vacuum cleaner with a high-efficiency particulate air (“HEPA”) filter can be used to help remove mold products from porous items such as sofas, chairs, drapes and carpets—provided fibers are completely dry. Machine washing or dry cleaning will remove mold from clothes.
4. **DO NOT CLEAN OR APPLY HOUSEHOLD BIOCIDES TO:** (a) visible mold on porous surfaces such as sheetrock walls or ceilings; or (b) large areas of visible mold on non-porous surfaces. Instead, notify Owner in writing; Owner will take appropriate action in compliance with applicable law.
5. **COMPLIANCE:** If Resident fails to comply with this Addendum, Resident may be held responsible for damage to the Premises and any health problems that may result.

Resident:

Forest City Residential Management, Inc.
Agent for Owner

By: _____

Date:

Date: _____



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Facts About Home Mold Testing

Mold Sampling – Should it Be Performed?

Expert organizations in assessing indoor air quality, such as the Environmental Protection Agency (EPA)¹, Centers for Disease Control and Prevention (CDC)², American Industrial Hygiene Association (AIHA)³ and the Occupational Safety and Health Administration (OSHA)⁴, recommend against routine mold sampling. Looking for evidence of water damage and visible mold growth should be the first step.³ If visible mold is present, sampling is usually unnecessary and the mold should be appropriately remediated. Results from mold sampling and the species of mold do not change the requirement to locate and stop the water intrusion. Finally, it is important to cleanup and remediate the affected area(s) as necessary.



In addition, there are no health standards for what are “acceptable” levels of mold in the indoor environment³; so there is no health standard to which to compare mold sampling results. Also, mold is ubiquitous; it is everywhere – outside and inside. If mold sampling were to be done, mold will be found most anywhere. The mere presence of mold does not necessarily mean that there is a problem or that occupants will be exposed or will have adverse health effects. However, if you have visible mold or suspect you have a mold problem, it is more important to spend time and resources solving the moisture problem and getting rid of the mold than on mold sampling.³

Commercial Home Mold Test Kits – How Effective Are They?



This image depicts a culture plate which contained malt extract agar (MEA) that had been grown from a sample obtained inside a home flooded by Hurricane Katrina, and which exhibited visible mold growth on its walls and furnishings. This is a type of black mold commonly found in homes.

(Photo by Ginger L. Chew/CDC)

Generally, home mold test kits do not provide meaningful answers. Since mold will be found anytime such testing is done, the home test kits would only confirm what we already know - that mold is everywhere, both outside and inside. Even if the home test kit analysis provides detailed information, results can be misleading and difficult to interpret, even for the professional. Results can only be accurately interpreted together with a well-thought-out sampling and analysis plan and visual inspection.⁴ Additionally, *Consumer Reports* recommends to “avoid mold test kits [as we have] found them to be unreliable.”⁶ They also say, “Each of the kits we tested had significant flaws that were serious enough to earn a **Not Recommended Rating** in our 2006 tests.”⁷



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Professional Sampling: When Might It Be Necessary?

Sampling for mold should be performed by professionals who have specific experience in developing mold sampling protocols and conducting sampling methods as well as interpreting sample results. While routine mold sampling is not recommended, there are a few specific situations when mold sampling might be useful to the professional who has the specific experience previously mentioned.

Sampling for mold is expensive and you should have a clear reason for doing so. In situations where visible mold is present but there is a specific need to have the mold identified, surface or bulk sampling might be warranted. In specific instances, such as cases where potential health concerns are an issue, litigation is involved or the source(s) of contamination is unclear, sampling may be considered as part of a building evaluation.³ If mold is suspected but not visibly detected after a thorough inspection, then microbial air sampling, conducted in accordance with specific guidance documents, might reveal evidence of mold amplification indoors or hidden reservoirs behind walls and other building structures³ (also see references 8 - 10). If mold is being removed and there is a question about how far the mold colonization extends, then surface or bulk sampling, in combination with moisture readings, might be applicable.³ Surface sampling might also be useful to determine if an area has been adequately cleaned or remediated. If samples are collected, regardless of the purpose, the results should clearly help to answer a specific question. Sampling without a specific purpose and a well-thought-out sampling plan greatly increases the chances of generating data that is not usable. The presence of mold depends on environmental conditions (e.g., heat, light, water availability, rain, humidity, winds, time of day, etc.), so carefully consider the seasons and ambient weather conditions when developing the sampling plan.



This image depicts various tools professionals use for mold sampling.
(Photo by NMCPHC Public Affairs)

In situations where mold sampling might be useful, it must be performed by professionals, such as industrial hygienists, who are experienced in evaluating mold issues and familiar with current guidelines and, if applicable, local regulations, using a well-thought-out sampling plan. Sample analysis should follow recommended analytical methods by the AIHA, the American Conference of Governmental Industrial Hygienists (ACGIH) or other professional organizations. Since laboratories vary in experience and capability, it is advised that professionals use an AIHA accredited laboratory (Laboratory Accreditation Programs, LLC, Environmental Microbiology Laboratory Accreditation Program [EMLAP]) or equivalent laboratory; this is required when mold sampling is performed by Navy Industrial Hygienists.^{3,10, 11}





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Methods Used by Professionals to Interpret Sample Results

The presence of mold or other biological contaminants does not mean that occupants will have adverse health effects or that they will even be exposed. Like any other stressor, you must have a completed exposure pathway to the contaminant. The mold or mold fragments, spores, bacteria, metabolites or allergens must be produced, released, reach the occupants and then be inhaled, physically contacted, or ingested. Even after contact, human response will depend on individual susceptibility (e.g., genetic predispositions to allergens, age, health status, etc.) and type of exposure (e.g., allergen, toxin, infectious agent, etc.).¹⁰

A useful method for interpreting microbiological sample results is to compare the kinds and levels of mold detected in different environments. Usual comparisons include indoors versus outdoors or complaint areas versus non-complaint areas.³

Sampling for airborne molds and mold spores can indicate whether the mix of indoor molds is representative of the outdoor mix or whether it is different at the time of sampling. In buildings without mold problems, the types and concentrations of indoor airborne mold and mold spores and those found outdoors should be similar. If the presence of one or two types of mold are more dominant indoors but those same types are absent outdoors, or if the concentrations of mold and mold spores are significantly elevated indoors over outdoors, it might indicate a moisture problem and degraded air quality.

Also, the consistent presence of certain molds that are over and beyond background concentrations might also indicate a moisture problem and a potential exposure. Generally, indoor mold types and airborne concentrations should be similar to, and be no greater than, those found outdoors and in non-complaint areas. Analytical results from bulk material or surface samples can also be compared to results of similar samples collected from reasonable comparison areas such as other rooms inside a building.

References:

- [1] U.S. Environmental Protection Agency (EPA). Mold 2016. <https://www.epa.gov/mold>. Accessed October 21, 2016.
- [2] Centers for Disease Control and Prevention (CDC). Mold 2010. <http://www.cdc.gov/mold>. Accessed February 10, 2010.
- [3] American Industrial Hygiene Association (AIHA). Facts about Mold 2016. <https://www.aiha.org/publications-and-resources/TopicsofInterest/Hazards/Pages/Facts-About-Mold.aspx>. Accessed November 2016.
- [4] The Occupational Safety and Health Administration (OSHA). A Brief Guide to Mold in the Workplace 2013. <https://www.osha.gov/dts/shib/shib101003.html>. Accessed December 29, 2016.
- [5] Mold Report. Can I Use Home Mold Test Kits Instead of A Mold Inspection? http://www.moldreport.com/home_mold_testing_kits.html. Accessed 2016.
- [6] Consumer Reports. Is Poor Indoor Air Quality Making You Sick? Protect Yourself Against Six Hidden Hazards in Your Home 2012. <http://www.consumerreports.org/cro/magazine/2012/06/is-poor-indoor-air-quality-making-you-sick/index.htm>. Accessed June 2012.
- [7] Consumer Reports. Five Home Repairs You Shouldn't Ignore – Use Our Expert Advice to Stop Trouble in its Tracks 2009. <http://www.consumerreports.org/cro/magazine-archive/june-2009/home-garden/5-home-repairs-you-shouldnt-ignore/overview/5-home-repairs-you-shouldnt-ignore-ov.htm>. Accessed June 2009.
- [8] Dillon, H. K. Field Guide for the Determination of Biological Contaminants in Environmental Samples, 2nd edition. Fairfax: AIHA, 2005.
- [9] Prezant, B., Weekes, D. M., Miller, D. J. Recognition, Evaluation, and Control of Indoor Mold (The Green Book). AIHA, 2008.
- [10] Navy and Marine Corps Public Health Center (NMCPhC). Navy Industrial Hygiene Field Operations Manual: Chapter 13 Indoor Environmental Quality. http://www.med.navy.mil/sites/nmcphc/Documents/industrial-hygiene/IHFOM_CH13_Intro.pdf Accessed July 2015.
- [11] AIHA Laboratory Accreditation Programs. Environmental Microbiology Laboratory Accreditation Program (EMLAP). <http://www.aihaaccreditedlabs.org/LabAccreditationPrograms/EMLAP/Pages/default.aspx>. Accessed November 17, 2016

From: (b) (6), (b) (7)
To: (b) (6), (b) (7)
Cc: (b) (6), (b) (7)(C)
Subject: RE: 5044 WAIKULU DR. - Mold complaint to Base Inspector
Date: Tuesday, December 01, 2015 4:18:08 PM

(b) (6)

This is a self-move.

v/r,

(b) (6)

From MCO 11000.22:

In those cases when personnel are selected or frocked for promotion they may be assigned and occupy housing designated for their selected pay grade.

d. Intra-Station Reassignments

- (1) Once assigned to adequate family housing, a resident will not normally be reassigned to another family housing unit during the tour of duty at that installation.
- (2) Circumstances such as an increase in the number of family members, ages of children, promotion to a higher grade category, etc., may be considered by the Installation Commander as justification for reassignments on a case-by-case basis
- (3) In those circumstances where a resident becomes eligible for reassignment to another category of family housing, the service member may apply for reassignment. If approved by the Installation Commander, they will be placed on the bottom of the waiting list for the new category with a new control date, determined by the date of application.
- (4) Intra-station reassignments are only authorized when occupancy can be expected to last six months or longer, thereby minimizing change of occupancy costs. The Marine Corps does not fund intra-station reassignment household goods movement costs. The costs are the full responsibility of the resident.

-----Original Message-----

From: (b) (6), (b) (7)
Sent: Tuesday, December 01, 2015 1:10 PM
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: RE: 5044 WAIKULU DR. - Mold complaint to Base Inspector

(b) (6)

Please refresh my memory, is moving due to promotion member-funded or does the base pay for the move?

V/r,

(b) (6)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Tuesday, December 01, 2015 11:58 AM
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: RE: 5044 WAIKULU DR. - Mold complaint to Base Inspector

(b) (6)

Yes that is an option. Also received the information from FC that member was recently promoted to E-6 that opened another window due to change in category.

v/r,

(b)

-----Original Message-----

From: (b) (6), (b) (7)(C)

Sent: Tuesday, December 01, 2015 10:15 AM

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: 5044 WAIKULU DR. - Mold complaint to Base Inspector

(b)

A few RFIs regarding complaint from (b) (6), (b) (7)(C)

My records show

5044 WAIKULU DR

PRD:01-Aug-2013

Occupy Date:07-Jul-2010

Command: AIRCRAFT INTERMED MAINT DEPART

(b) (6), (b) (7)(C)

Can we move this family to Navy Housing at Pearl Harbor?

Please confirm the family can terminate their lease to move off-base or ERD.

s/f

(b)

(b) (6), (b) (7)(C)

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-----Original Message-----

From: (b) (6), (b) (7)(C)

Sent: Tuesday, December 01, 2015 9:21 AM

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: [Non-DoD Source] Re: ICE Comment Card Response from Base Inspector submitted on 28 Nov 15

(b) (6), (b) (7)(C)

Thank you for your prompt response. However, what is unfortunate is that I have (b) who has a mold allergy and we have a letter from (b) specialist stating that mold is detrimental to (b) health, and yet my family is still waiting for the day when we no longer have to worry about seeing mold throughout our home. What is also unfortunate is that my family has had to endure the burden of having mold in our home for almost five years. During which time my children have been sick with pneumonia, bronchitis, and have also been diagnosed with asthma, conditions which are all exacerbated by the mold in our home.

The multiple standard walk-thru's by Forest City and the MCB Hawaii Family Housing Office are ineffective and prove to be nothing more than a formality. Instead of receiving solutions to the obvious engineering based mold issue in our home, we are in turn blamed for this issue and are then patronized with ways for us to make sure the mold does not continue to grow such as dusting, vacuuming, and changing our A/C filter regularly, things we are certainly meticulous about already. After the latest walk-thru by a Forest City neighborhood manager and a so called "expert," instead of receiving a solution for this issue, we were redundantly asked to clear our closet out completely in order to wipe down the walls and shelves. We have constantly been made to feel that if we were more proactive in our home that this would not be an issue. All the while we make sure to follow all the steps provided to make our home a mold free environment and it is not working.

I am not sure what you meant when you discussed possible alternate housing options. We have asked several times if we could move to a different home aboard MCBH and we have been told that is not an option because not all resources have been exhausted. At this time my family of five cannot afford to live off of base. I have had movers come and quote us an out of pocket expense to move off of island and return to our home of residence, but at this time we cannot afford to pay almost \$13,000 in moving expenses. Currently our only option is to try our best to make sure my family is provided a safe and habitable home onboard MCBH. This clearly does not appear to be the concern of Forest City, Family Housing, yourself or your office.

I filed my I.C.E. complaint with the MCB Hawaii Base Inspector's Office as well as Forest City and Family Housing in hopes that some additional guidance would be provided or that possibly, someone would step in and force a change which will end the carousal of ineffective measures and finally rid my home of mold.

Sincerely,

(b) (6), (b)

From: (b) (6), (b) (7)(C)

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Sent: Monday, November 30, 2015 11:09 AM

Subject: ICE Comment Card Response from Base Inspector submitted on 28 Nov 15

(b) (6), (b)
(7)(C)

Thank you for submitting your concerns with Forest City Residential Housing through I.C.E. to the MCB Hawaii Base Inspector's Office.

It is unfortunate that you are not satisfied with the family housing provided aboard MCB Hawaii. Please continue to work with the MCB Hawaii Family Housing Office for remediation of your concerns or possible alternate housing options.

(b) (6), (b) (7)(C)

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information included in this document or its attachments are in accordance with section (b) 1 of the Act which permits disclosure to individuals within the Department of Defense (DoD) with an official need to know. Release of such protected information outside of DoD is prohibited.

FOREST CITY HAWAII
CONSTRUCTION MANAGEMENT - QA INSPECTION CHECKLIST

Project: A/C Replacement Project, Hawaii Loa & Pa Honua Phase II, MC-03-14

Address: (b) (6), (b) (7)(C)

QA Inspection Date:

Acceptable?

Comments or Corrective Action

Quality Assurance:

Date Installed

Contractor

Air Handler Installation, solder joints, condensate switch, insulated plenum, wiring.

6/21/16

CA1

Condensing Unit Installation, pad level, solder joints, wiring.

Duct Work, pipe lagging, T-Stat limiter @ 72 degrees, return Vents, supply registers

Carbon Monoxide Detector, Attic panel insulated.

A/C Readings: (TO BE FILLED OUT BY HVAC TECH AFTER INSTALLATION)

Date Taken

Time

Suction 150 Discharge 300 Ambient temp 80

6/21/16

10:30

Amps (CU) Amps (AHU) T-Stat Setting 72

Temp: BR#1 68 BR#2 68 BR#3 68 BR#4 68 Living Room 66

FPW: BR#1 450 BR#2 800 BR#3 800 BR#4 800 Living Room 1200

Condensing Unit M#12AL-430-20 S#W351504479

Air Handler M#12HLL-3617JA S#W341526069

Safety / Site Conditions:

Date Checked

Time

Use of proper PPE (safety glasses, gloves)

6/21/16

10:30

General housekeeping in work area

Comments: start up temp: 80



Forest City Residential
Management

Work Order HALO9645

NEIGHBORHOOD INFORMATION		Contact Info
Name:	(b) (6), (b) (7)(C)	Contact:
	(b) (6), (b) (7)(C)	Contact At:
	(b) (6), (b) (7)(C)	Alternate Phone:
	(b) (6), (b) (7)(C)	Fax:

Work Order Details			
Status:Completed		Priority:Routine/PM	
Due By:07/28/2016 5:00 PM		Appointment:PTE	
Street Address:(b) (6), (b) (7)(C)		Type:PMRM	
Location:(b) (6), (b) (7)(C)		PO#:	
Item Asset	Task	Disposition	Description
(b) (6), (b) (7)(C)	Perform Annual Unit PM		

REQUIRED SIGNATURES		COMPLETION INFORMATION
Work Accepted by: _____	Date: _____	Started: _____ Finished: _____
Work Completed by: _____	Date: _____	Notes: _____

Work Order Actions		
Action Time	Action	Comments
06/30/2016 10:59 PM	Created	
07/25/2016 2:16 PM	Scheduled Start Time Updated	Changed from 7/4/2016 7:00:00 AM to 7/28/2016 7:00:00 AM.
07/25/2016 2:16 PM	Assignment Changed	
07/28/2016 9:52 AM	Started	
07/28/2016 9:52 AM	Picked Up	
07/28/2016 11:46 AM	Completed	

FOREST CITY HAWAII
CONSTRUCTION MANAGEMENT - QA INSPECTION CHECKLIST

Project: A/C Replacement Project, Hawaii Loa & Pa Honua Phase II, MC-03-14

Address: (b) (6), (b) (7)(C)

QA Inspection Date:

Acceptable?

Comments or Corrective Action

Quality Assurance:

Date Installed

Contractor

Air Handler Installation, solder joints, condensate switch, insulated plenum, wiring.

6/21/16 CAI

Condensing Unit Installation, pad level, solder joints, wiring.

Duct Work, pipe lagging, T-Stat limiter @ 72 degrees, return Vents, supply registers

Carbon Monoxide Detector, Attic panel insulated.

A/C Readings: (TO BE FILLED OUT BY HVAC TECH AFTER INSTALLATION)

Date Taken

Time

Suction 150 Discharge 300 Ambient temp 80

6/21/16 10:30

Amps (CU) Amps (AHU) T-Stat Setting 72

Temp: BR#1 68 BR#2 68 BR#3 68 BR#4 68 Living Room 66

FPM: BR#1 140 BR#2 800 BR#3 800 BR#4 800 Living Room 1200

Condensing Unit M#12AL-430-20 S#W351504479

Air Handler M#12HL-3617JA S#W341526069

Safety / Site Conditions:

Date Checked

Time

Use of proper PPE (safety glasses, gloves)

6/21/16

10:30

General housekeeping in work area

Comments: start up temp: 80

Ohana Military Communities LLC (MCB HAWAII, KANEOHE BAY)

DOC	SECT	#	TOPIC	OBJECTIVE	PERFORMANCE
MONTHLY					
Maintenance Operations Review					
		4	M&R - Service Requests	<p>Query Partner's Service Call system to review and determine any problems as follows:</p> <p>a) Are there 3 or more calls for the same issue in a 90-day period?</p> <p>b) Are there more than 6 repair service calls at any residence in one month?</p> <p>c) Are there more than 2 service calls on newly-occupied homes (they should be ready and require no work)?</p> <p>d) Is there any service call feedback in which resident gives the Partner a low score or expresses dissatisfaction?</p> <p>e) Document on Monitoring Matrix and in eMH.</p>	<p>There were 78 instances in which 3 or more work orders were generated and completed for the same issue during the 3-month period between November 2014 and January 2015. AC calls continued to represent the largest category of repeat unresolved work orders---19 of the 78 repeat work order cases (24.4%) were related to AC repairs. Service calls for toilet problems (12), water heater/lack of hot water (11), appliance, pest control, and garage door issues (each with 6 repeat work orders), and smoke alarm problems (4) followed AC issues as common repeated/uncorrected problem areas. [Details are at Tab A.]</p> <p>24 residents had 6 or more work orders completed at their homes during January. 4 of the 24 residents had 10 or more work orders completed during the month. [Please see Tab B for details.]</p> <p>During January, 14 new residents initiated 2 or more work orders within 30-days of moving into their home. This is about 20% of the 70 new families who moved into their homes in December. A new Waikulu resident reported 9 issues at move-in that included problems with ceiling fans, doors, tub/shower, alarm system, lighting, electrical outlets, and the water heater. [See Tab C for details.]</p> <p>Five (5) negative ICE comments on the maintenance program were submitted to Forest City during January. Forest City has not responded to 3 of the 5 complaints. Residents are still complaining about the difficulty they are having in finding certain types of light bulbs. [Please see Tab E]</p>
		5	M&R - Service Requests (High Risk Areas)	<p>Are there Service Calls whereby resident states high risk areas of the following: (1) Mold/Water Infiltration, (2) Lead Base Paint (LBP), (3) Asbestos, (4) Radon, (5) Carbon Monoxide, (6) My Home is making me sick, (7) Security Incidents, (8) Pest Infestation.</p> <p>Track issue through resolution. Follow-up with resident to ensure satisfaction.</p>	<p>The following number of high risk area work orders were reported to have been completed during January: 114 mold/water leak issues, 163 Alarm (carbon monoxide, smoke, and security) issues, and 56 pest infiltration issues. There were no complaints of "my home is making me sick"; there were no work orders related to radon, asbestos, or lead-based paint issues. [Please see Tab D.]</p> <p>12 residents were called for follow-ups and we were able to contact 8. Of the 8 that were contacted, 1 resident declined to participate in the survey. 6 of the 7 remaining residents told us that Forest City had responded in a timely manner; 1 resident told us that Forest City responded in a timely manner, but only after great difficulty in setting up the appointment. All 7 who responded to the survey said they were satisfied with the work. Only 4 of the 7 were positive that they had received a follow-up call from Forest City to verify work completion and satisfaction. [please see highlighted entries at Tab D]</p>

REPEAT SERVICE CALLS FOR SAME ISSUE / ASSET - 3 or more calls between November and January

Neighborhood Name	WO Address	WO #	Priority	Work Description
Camp Smith	Distinct Count of Addresses:	1		
Distinct Count of WOs by Asset:	Lighting	3		
	(b) (6), (b) (7)(C)	CASM1227	Routine/PM	Lighting: Inspect lighting: You tried fixing the outside light on the 25th of November, but it's out again ccara
	(b) (6), (b) (7)(C)	CASM1212	Routine/PM	Lighting: Other: : **REPLACE ADDRESS LIGHT FIXTURE** SENSOR LIGHTS IN THE FRONT NOT WORKING
	(b) (6), (b) (7)(C)	CASM1213	Routine/PM	Lighting: Other: : LIGHT FIXTURE IN LAUNDRY RM AND SHOWER NOT WORKING
Hawaii Loa	Distinct Count of Addresses:	5		
Distinct Count of WOs by Asset:	6294 A Gier St (6294AGIE)	3		
	(b) (6), (b) (7)(C)	HALO5827	Emergency	(b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)	HALO5935	Emergency	
	(b) (6), (b) (7)(C)	HALO6359	Emergency	
Distinct Count of WOs by Asset:	Air Conditioning	3		
	(b) (6), (b) (7)(C)	HALO5923	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: *LEAK CHECK* JUST GOT NEW AC UNIT REPLACED AND CONDENSOR FIXED AND IT WENT OUT MRS DAUGHTER IS POSSIBLE ON THE FFMP LIST
	(b) (6), (b) (7)(C)	HALO5634	Routine/PM	Air Conditioning: Other: : The thermostat says it is 80 degrees in the house but it does not feel that way. She wants to make sure that there is nothing wrong or that the unit is not over working. cc ies 6619127855
	(b) (6), (b) (7)(C)	HALO5652	Routine/PM	Air Conditioning: Other: : **REPLACE INDOOR COIL**R/AC THERMOSTAT NOT WORKING
Distinct Count of WOs by Asset:	Air Conditioning	3		
	(b) (6), (b) (7)(C)	HALO5920	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: a/c not cooling cc bga 5135801665
	(b) (6), (b) (7)(C)	HALO5674	Routine/PM	Air Conditioning: Other: : A/C LEAKING

	(b) (6), (b) (7)(C)	HALO6219	Routine/PM	Air Conditioning: Other: **ADD ON**CHANGE OUT CONDENSOR AND EVAP COIL
Distinct Count of WOs by Asset:	Water Heater	3		
	(b) (6), (b) (7)(C)	HALO6193	Urgent	Water Heater: Unit not heating water: (b) would like for someone to call her. They just moved in and can't get the hot water to turn on/work. (b) would like for someone to walk (b) through it and if they can't be walked through then have someone come out. CC KLH
	(b) (6), (b) (7)(C)	HALO6202	Urgent	Water Heater: Unit not heating water: HOT WATER HEATER IS NOT WORKING PROPERLY/NOT HEATING WATER
	(b) (6), (b) (7)(C)	HALO6269	Routine/PM	Water Heater: Unit not heating water: NO HOT WTR ON SOLAR AND
Distinct Count of WOs by Asset:	Water Heater	3		
	(b) (6), (b) (7)(C)	HALO6226	Urgent	Water Heater: Unit not heating water: Clr stated that (b) hot water is not working ccrxb
	(b) (6), (b) (7)(C)	HALO6326	Urgent	Water Heater: Unit not heating water: Clr stated that (b) hot water is not working ccrxb
	(b) (6), (b) (7)(C)	HALO6348	Emergency	Water Heater: Unit not heating water: Once again (b) doesn't have any hot water. (b) did what the tech told (b) to do but it's not working. (b) : CCALM. (6),
Heleloa	Distinct Count of Addresses:	2		
Distinct Count of WOs by Asset:	Air Conditioning	3		
	(b) (6), (b) (7)(C)	HELE3960	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: AC NOT COOLING
	(b) (6), (b) (7)(C)	HELE4052	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: **PTE**PULL KEYS**She states that the temperature is set to 72 degrees but it is reading 82 degrees.
	(b) (6), (b) (7)(C)	HELE4053	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: A/C NOT COOLING
Distinct Count of WOs by Asset:	Toilets	3		
	(b) (6), (b) (7)(C)	HELE4058	Emergency	Toilets: Toilet clogged / overflowing: toilet clogged

	(b) (6), (b) (7)(C)	HELE3938	Routine/PM	Toilets: Toilet leaking around base: She just had the toilet fixed and they did not caulk around the base of the toilet. Would like someone to come out and caulk it please. 9789873793
	(b) (6), (b) (7)(C)	HELE4061	Routine/PM	Toilets: Toilet will not flush: INOP
Kaluapuni	Distinct Count of Addresses:	2		
Distinct Count of WOs by Asset:	Garage Door / Opener	3		
	(b) (6), (b) (7)(C)	KALU4636	Emergency	Garage Door / Opener: Door won't open: Clr states that the garage door is not closing and states that she needs some one to come out and fix the issue ASAP. Clr will like a call back to get an ETA. #(b) (6), (b) CC. MAC
	(b) (6), (b) (7)(C)	KALU4645	Routine/PM	Garage Door / Opener: Door won't open: **PTE ON FILE. TAKE KEYS**GARAGE DOOR NOT WORKING
	(b) (6), (b) (7)(C)	KALU4715	Routine/PM	Garage Door / Opener: Other: : **PTE ON FILE. GARAGE DOOR NOT
Distinct Count of WOs by Asset:	Water Heater	3		
	(b) (6), (b) (7)(C)	KALU4558	Routine/PM	Water Heater: Inspect unit: SOLAR WTR HTR INOP CHK SENSOR
	(b) (6), (b) (7)(C)	KALU4605	Routine/PM	Water Heater: Inspect unit: SCOPE SOLAR WATER HEATER TIMER. THIS IS 4TH TIME.
	(b) (6), (b) (7)(C)	KALU4609	Routine/PM	Water Heater: Inspect unit: STILL NO HOT WTR ON SOALR
Manana USMC	Distinct Count of Addresses:	3		
Distinct Count of WOs by Asset:	Carpeting	3		
	(b) (6), (b) (7)(C)	MAMC5555	Routine/PM	Carpeting: Carpeting bubbling / wrinkling: BEDROOM CARPET COMMING UP BY CLOSET
	(b) (6), (b) (7)(C)	MAMC5556	Routine/PM	Carpeting: Carpeting bubbling / wrinkling: OTHER BEDROOM CARPET COMMING UP BY DOOR
	(b) (6), (b) (7)(C)	MAMC5557	Routine/PM	Carpeting: Other: : SEAL INCLUSIONS FOR PEST IN ATTIC / SCREEN VENTS
Distinct Count of WOs by Asset:	Lighting	3		
	(b) (6), (b) (7)(C)	MAMC5420	Routine/PM	Lighting: Light not functioning: ADDRESS LIT INOP
	(b) (6), (b) (7)(C)	MAMC5421	Routine/PM	Lighting: Light not functioning: SHWR LIT INOP
	(b) (6), (b) (7)(C)	MAMC5422	Routine/PM	Lighting: Light not functioning: HALL LIT INOP
Distinct Count of WOs by Asset:	Refrigerator	3		

	(b) (6), (b) (7)(C)	MAMC5467	Urgent	Refrigerator:Freezer not cold:There is a large whole in the freezer where the ice bucket maker goes. You are able to see to the outside of the freezer. Freezer is no longer cool. Food will Refrigerator: Install new unit: c/o fridge
	(b) (6), (b) (7)(C)	MAMC5689	Routine/PM	
	(b) (6), (b) (7)(C)	MAMC5688	Urgent	Refrigerator:Refrigerator too cold:vegetables all frozen and no good
Distinct Count of WOs by Asset:	Water Heater	4		
	(b) (6), (b) (7)(C)	MAMC5468	Emergency	Water Heater:Unit not heating water:Hot water is not working in the entire household. cc: AAB-----
	(b) (6), (b) (7)(C)	MAMC5471	Emergency	Water Heater:Unit not heating water:Hot water is not working in the entire household. cc: AAB-----
	(b) (6), (b) (7)(C)	MAMC5560	Emergency	Water Heater:Unit not heating water:(NO HOT WATER) GRAY BOX INOP AND SOLAR CONTROLLER BOX ON WATER HEATER INOP
	(b) (6), (b) (7)(C)	MAMC5911	Urgent	Water Heater:Unit not heating water:Caller states there is no hot water. (b) (6), (b) (7)(C)
Mololani (Capehart)	Distinct Count of Addresses:	30		
Distinct Count of WOs by Asset:	Air Conditioning	3		
	(b) (6), (b) (7)(C)	MOLO7744	Routine/PM	Air Conditioning:AC Not cooling-HAWAII only:LEAK SEARCH FOLLOW UP
	(b) (6), (b) (7)(C)	MOLO7981	Routine/PM	Air Conditioning:AC Not cooling-HAWAII only:Caller stated he had the unit fixed last week and it went out again. (b) (6), (b) cc/Inp
	(b) (6), (b) (7)(C)	MOLO8132	Routine/PM	Air Conditioning:AC Not cooling-HAWAII only:RECHARGE A/C UNIT
Distinct Count of WOs by Asset:	Air Conditioning	4		
	(b) (6), (b) (7)(C)	MOLO8295	Routine/PM	Air Conditioning:Other::AC UNIT HAS WATER IN THE AIR INTAKE
	(b) (6), (b) (7)(C)	MOLO8455	Routine/PM	Air Conditioning:Other::A/C KEEPS RUNNING (WE'VE BEEN THERE 2 PREVIOUS TIMES)
	(b) (6), (b) (7)(C)	MOLO8162	Emergency	Air Conditioning:Water leaking from unit-interior of home:The A/C is leaking. pci PTH (b) (6), (b)
	(b) (6), (b) (7)(C)	MOLO8243	Emergency	Air Conditioning:Water leaking from unit-interior of home:A/c leaking water all over her flores. (b) (6), (b)
Distinct Count of WOs by Asset:	Air Conditioning	5		
	(b) (6), (b) (7)(C)	MOLO8456	Routine/PM	Air Conditioning:AC Not cooling-HAWAII only:A/C NOT COOLING

	(b) (6), (b) (7)(C)	MOLO8237	Routine/PM	Air Conditioning: Other: : AC LEAKING AND CARPET IS WET
	(b) (6), (b) (7)(C)	MOLO8307	Emergency	Air Conditioning: Other: : AC LEAKING AND CARPET IS SOAKED WET
	(b) (6), (b) (7)(C)	MOLO8356	Routine/PM	Air Conditioning: Other: : (*STILL LEAKING* AC LEAKING AND CARPET IS SOAKED WET
	(b) (6), (b) (7)(C)	MOLO8700	Emergency	Air Conditioning: Water leaking from unit-interior of home: A/C LEAKING
Distinct Count of WOs by Asset:	Air Conditioning	4		
	(b) (6), (b) (7)(C)	MOLO8329	Emergency	Air Conditioning: Water leaking from unit-interior of home: A/C LEAKING
	(b) (6), (b) (7)(C)	MOLO8344	Emergency	Air Conditioning: water leaking from unit-interior of home: CEILING BUBBLE IS LEAKING, (b) WENT OUT YESTERDAY AND CLEAN OUT THE DRAIN, WATER FLOWS CORRECTLY TO THE AC UINT, AC TECH FLUSHED THE DRAINS LINES AND DIDN'T FIND ANYTHING REALTING TO A AC LEAK, BELIVES ONE OF THE WATER LINES IN CEILING IS LEAKING, LOCATE LEAK AND PATCH UP HOLE
	(b) (6), (b) (7)(C)	MOLO8345	Emergency	Air Conditioning: water leaking from unit-interior of home: CEILING BUBBLE IS LEAKING, (b) WENT OUT YESTERDAY AND CLEAN OUT THE DRAIN, WATER FLOWS CORRECTLY TO THE AC UINT, AC TECH FLUSHED THE DRAINS LINES AND DIDN'T FIND ANYTHING REALTING TO A AC LEAK, BELIVES ONE OF THE WATER LINES IN CEILING IS LEAKING, LOCATE LEAK AND PATCH UP HOLE
	(b) (6), (b) (7)(C)	MOLO8360	Emergency	Air Conditioning: water leaking from unit-interior of home: (LEAKING AGAIN) CEILING BUBBLE IS LEAKING, (b) WENT OUT YESTERDAY AND CLEAN OUT THE DRAIN, WATER FLOWS CORRECTLY TO THE AC UINT, AC TECH FLUSHED THE DRAINS LINES AND DIDN'T FIND ANYTHING REALTING TO A AC LEAK, BELIVES ONE OF THE WATER LINES IN CEILING IS LEAKING, LOCATE LEAK AND PATCH UP HOLE
Distinct Count of WOs by Asset:	Air Conditioning	3		
	(b) (6), (b) (7)(C)	MOLO8608	Routine/PM	Air Conditioning: Other: : AC NOT WORKING
	(b) (6), (b) (7)(C)	MOLO0007	Routine/PM	Air Conditioning: Other: : AC CLEANING
	(b) (6), (b) (7)(C)	MOLO0008	Routine/PM	Air Conditioning: Other: : DEHUMID INOP
Distinct Count of WOs by Asset:	Air Conditioning	3		

	(b) (6), (b) (7)(C)	MOLO8622	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: Downstairs thermostat is active, but AC is not working at all regardless of thermostat input. Also, the dehumidifier controller upstairs is not displaying anything. No circuit breakers are in the "off" position inside the breaker box. Please call my (b) (6), (b) (6), (b) (7) appointment scheduling as I will not be in the area for the next 10 days.
	(b) (6), (b) (7)(C)	MOLO8818	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: resident called in to report that her A/C isn't cooling.
	(b) (6), (b) (7)(C)	MOLO0093	Routine/PM	Air Conditioning: Other: : dehumidifier automatically shut itself off.
Distinct Count of WOs by Asset:	Alarm - Smoke	3		
	(b) (6), (b) (7)(C)	MOLO8940	Emergency	Alarm - Smoke: Going Off: smoke alarm going off
	(b) (6), (b) (7)(C)	MOLO8669	Emergency	Alarm - Smoke: Malfunctioning: Keeps chirping even though she changed the battery
	(b) (6), (b) (7)(C)	MOLO8951	Urgent	Alarm - Smoke: Other: : **ADD ON**REPLACED FIRE ALARM IN UPSTRS BEDRM, PREVIOUS TECH TOOK IT AWAY NEVER REPLACED IT
Distinct Count of WOs by Asset:	Doors	3		
	(b) (6), (b) (7)(C)	MOLO8275	Routine/PM	Doors: Door requires repair / replacement: **PTE**The Garage door has a hole on the out side and the lower plastic peace that seals to the ground is cracked. In multiple place.
	(b) (6), (b) (7)(C)	MOLO9922	Routine/PM	Doors: Door requires repair / replacement: Caller states that the lower half of her screen door is falling apart and needs to be repaired. (b) (6), CCMDW (6), er: : Resident says there was a huge storm and a large tree fell in her front yard and it is blocking off the doorway and she can get out of the house.
	(b) (6), (b) (7)(C)	MOLO9920	Emergency	(b) (6), (b) (6), cc: AAB
Distinct Count of WOs by Asset:	Dryer	3		
	(b) (6), (b) (7)(C)	MOLO8942	Routine/PM	Dryer: Clean dryer vent: Recently getting an error "AF" when attempting to dry, and clothes take a longer time than usual to dry.

	(b) (6), (b) (7)(C)	MOLO9171	Routine/PM	Dryer: Other: : Our dryer has been giving a code "AF" for approximately a month, and for the past couple months has been requiring multiple drying cycles to dry clothes fully. We requested and received service to clean the vent on 20 December, but continue to get the same error message and difficulty drying. Thanks
	(b) (6), (b) (7)(C)	MOLO0068	Routine/PM	Dryer: Other: : resident called in to report that the technician came out yesterday to fix her dryer and the dryer is still not working properly
Distinct Count of WOs by Asset:	Fencing / Gates	3		
	(b) (6), (b) (7)(C)	MOLO9917	Emergency	Fencing / Gates: Fencing damaged: The tree fell on the gate and needs it removed. (b) (6), (b) (6)
	(b) (6), (b) (7)(C)	MOLO9983	Routine/PM	ccixa Fencing / Gates: Fencing damaged: a huge tree fell on the fence damaging a section, she needs it repaired asap
	(b) (6), (b) (7)(C)	MOLO0073	Routine/PM	(b) (6), (b) pci.sz Fencing / Gates: Fencing damaged: FENCE DMGD FROM FALLEN TREE
Distinct Count of WOs by Asset:	Garage Door / Opener	3		
	(b) (6), (b) (7)(C)	MOLO9019	Routine/PM	Garage Door / Opener: Inspect garage door opener:
	(b) (6), (b) (7)(C)	MOLO9021	Routine/PM	Garage Door / Opener: Lubricate / service hardware: mr said it makes a lot of noise when in use
	(b) (6), (b) (7)(C)	MOLO9020	Routine/PM	Garage Door / Opener: Remote control not working: hv to hold down to work
Distinct Count of WOs by Asset:	Pest Control	3		
	(b) (6), (b) (7)(C)	MOLO8120	Routine/PM	Pest Control: Ants/spiders/other insects observed: INT/EXT ANTS
	(b) (6), (b) (7)(C)	MOLO8528	Routine/PM	Pest Control: Ants/spiders/other insects observed: INT/EXT ANTS
	(b) (6), (b) (7)(C)	MOLO8817	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: SET TRAPS
Distinct Count of WOs by Asset:	Pest Control	3		
	(b) (6), (b) (7)(C)	MOLO8687	Routine/PM	Pest Control: Ants/spiders/other insects observed: INT SPIDERS AND
	(b) (6), (b) (7)(C)	MOLO9100	Routine/PM	Pest Control: Other: : RE-CAULK SLIDING BACK DR FOR ANT ENTRY POINTS
	(b) (6), (b) (7)(C)	MOLO9103	Routine/PM	Pest Control: Other: : SPRAY INT FOR ANTS AND SPIDERS ONLY ABLE TO DO THIS DAY SINCE SHES PREGOS AND ONLY HAVE HELPERS ON THIS DAY TO MOVE FURNNITURE

Distinct Count of WOs by Asset:	Pest Control	3		
	(b) (6), (b) (7)(C)	MOLO8875	Routine/PM	Pest Control:Other::Found rat in grill that ran up and into our home on saturday. I called to let FC know that there is a rat on our property that we had previously heard in the vent above kitchen on numerous occasions (but thought it was the fan). Please send someone out ASAP, we have two babies in our home.
	(b) (6), (b) (7)(C)	MOLO9000	Routine/PM	Pest Control:Other::Called on saturday for pest control to remove dead rat in trap that they set, no one has returned a call and we still have dead rat on front porch behind grill. Terminix instructed us to call FC as soon as rat was in trap so that FC could come out and plug in hole that
	(b) (6), (b) (7)(C)	MOLO9027	Emergency	Pest Control:Other::**ADD ON**PICK UP TRAP ON THE FRONT PORCH OF THE HOUSE
Distinct Count of WOs by Asset:	Refrigerator	3		
	(b) (6), (b) (7)(C)	MOLO8519	Routine/PM	Refrigerator:Drawer Broken:Crisper drawer keeps getting stuck in one corner. (b) (6), (b) ccdm
	(b) (6), (b) (7)(C)	MOLO9064	Routine/PM	Refrigerator:Drawer Broken:drawer broken # (b) (6), (b) CC.MAC
	(b) (6), (b) (7)(C)	MOLO9068	Routine/PM	Refrigerator:Ice maker not working:issue with the Ice maker for the refrigerator. (b) (6), (b) (7)
Distinct Count of WOs by Asset:	Sink	3		
	(b) (6), (b) (7)(C)	MOLO8260	Routine/PM	Sink:Other::REPAIR MSTRBTH SINK LEAKING
	(b) (6), (b) (7)(C)	MOLO8568	Routine/PM	Sink:Sink leaking:BTHRM SINK LKS INTO THE CAB
	(b) (6), (b) (7)(C)	MOLO9135	Routine/PM	Sink:Sink leaking:Clr states that the sink is still leaking at the bottom of the unit. CC IXM (b) (6), (b) (7)
Distinct Count of WOs by Asset:	Toilets	4		
	(b) (6), (b) (7)(C)	MOLO8075	Routine/PM	Toilets:Toilet runs continuously:Master bathroom toilet has water intermitantly running in to the bowl after the flushing cycle has
	(b) (6), (b) (7)(C)	MOLO8130	Routine/PM	Toilets:Toilet runs continuously:toilet running faster than before (repeat issue)
	(b) (6), (b) (7)(C)	MOLO8645	Routine/PM	Toilets:Toilet runs continuously:1ST PLUMBER DIDNT RESOLVE ISSUE, ONLY MADE IT WORSE

	(b) (6), (b) (7)(C)	MOLO8755	Routine/PM	Toilets: Toilet runs continuously: This has been a reoccurring problem. The last time maintenance personnel were out the problem was not occurring and no problem could be found. Afterward I found it to be a problem with the float not working correctly
Distinct Count of WOs by Asset:	Toilets	3		
	(b) (6), (b) (7)(C)	MOLO8354	Routine/PM	Toilets: Other: : dwnstrs bthrm clogged
	(b) (6), (b) (7)(C)	MOLO8141	Routine/PM	Toilets: Toilet clogged / overflowing: U/S TLT BCKING UP
	(b) (6), (b) (7)(C)	MOLO8189	Emergency	Toilets: Toilet clogged / overflowing: TOILET CLOGGED W/STUFF INSIDE
Distinct Count of WOs by Asset:	Toilets	3		
	(b) (6), (b) (7)(C)	MOLO9075	Routine/PM	Toilets: Toilet clogged / overflowing: The toilet is clogged. cc: tle
	(b) (6), (b) (7)(C)	MOLO8158	Routine/PM	(b) (6), (b) Toilets: Toilet runs continuously: GUEST TOILET RUNS
	(b) (6), (b) (7)(C)	MOLO9076	Routine/PM	Toilets: Toilet runs continuously: The toilet runs all the time. This is the other toilet. cc: tle
Distinct Count of WOs by Asset:	Toilets	3		(b) (6), (b)
	(b) (6), (b) (7)(C)	MOLO0204	Routine/PM	Toilets: Other: : REPAIR U/S TOILET HANDLE LOOSE AND CONT RUNS
	(b) (6), (b) (7)(C)	MOLO8340	Routine/PM	Toilets: Toilet runs continuously: D/S TOILET RUNS/CHANGE OUT FLAPPER
	(b) (6), (b) (7)(C)	MOLO0238	Routine/PM	Toilets: Toilet runs continuously: upstrs toilet runs on and off after its flushed. (b) (6), (b) (7)(C)
Distinct Count of WOs by Asset:	Toilets	3		
	(b) (6), (b) (7)(C)	MOLO8380	Routine/PM	Toilets: Other: : D/S TOILET HARD TO FLUSH
	(b) (6), (b) (7)(C)	MOLO8381	Routine/PM	Toilets: Other: : MASTER BATH TLT RUNS
	(b) (6), (b) (7)(C)	MOLO8379	Routine/PM	Toilets: Toilet runs continuously: D/S TOILET RUNS
Distinct Count of WOs by Asset:	Toilets	4		
	(b) (6), (b) (7)(C)	MOLO8725	Emergency	Toilets: Toilet clogged / overflowing: Caller states that her downstairs toilet is clogged, and will overflow if you flush it. ccmqh (b) (6),

	(b) (6), (b) (7)(C)	MOLO8945	Routine/PM	Toilets: Toilet clogged / overflowing: Clr is needing someone to come out and check on her toilet, states it will overflow if she continues to flush. cc gmb (b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)	MOLO9059	Emergency	Toilets: Toilet clogged / overflowing: TOILET IS CLOGGED AND HAS FECAL MATTER, ITS BEEN SNAKED BEFORE BUT ITS BEEN AN ONGOING PORB, THINK THERES AN ISSURE FURTHER DOWN SINCE THEY'VE BEEN CONSERVATIVE ABOUT THEIR TOILET PAPER
	(b) (6), (b) (7)(C)	MOLO9070	Emergency	Toilets: Toilet clogged / overflowing: Clr stated that the toilet was clogged and that he had already put in a request for it but when he called back he was informed it was completed. He stated no one has came out and would like someone to comeout ASAP. (b) (6), (b) (7)(C)
Distinct Count of WOs by Asset:	Toilets	3		
	(b) (6), (b) (7)(C)	MOLO0495	Routine/PM	Toilets: Toilet clogged / overflowing: They just moved in and the toilet in the master bedroom still isn't flushing. The water rises to the top but the waste never goes down. These are issues that was going on before they moved in. (b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)	MOLO0534	Emergency	Toilets: Toilet clogged / overflowing: The toilet is not flushing and is overflowing. Maintenance did not fix the problem.
	(b) (6), (b) (7)(C)	MOLO0447	Routine/PM	Toilets: Toilet will not flush: Caller stated that toilet does not flush correctly /caller has plunged it but it will still not flush correctly CC AXC (b) (6), (b) (7)(C)
Distinct Count of WOs by Asset:	Water Heater	5		
	(b) (6), (b) (7)(C)	MOLO0290	Routine/PM	Water Heater: Inspect unit: SOLAR TIMER
	(b) (6), (b) (7)(C)	MOLO0291	Routine/PM	Water Heater: Inspect unit: SOLAR TIMER
	(b) (6), (b) (7)(C)	MOLO8194	Routine/PM	Water Heater: Other:: Knob on the water heater is not working (b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)		/PM	DTF Water Heater: Other:: R/R WATER HEATER DIAL NOT TURNING
	(b) (6), (b) (7)(C)	MOLO9959	Routine/PM	Water Heater: Other:: The water heater time is not working. (b) (6), (b) (7)(C) cc: AAB

Distinct Count of WOs by Asset:	Water Heater	3		
	(b) (6), (b) (7)(C)	MOLO8370	Routine/PM	Water Heater:Unit not operating:NO HOT WATER UPSTAIRS
	(b) (6), (b) (7)(C)	MOLO8461	Urgent	Water Heater:Unit not operating:NO HOT WATER ON ELEC/SOLAR (MULTIPLE REPAIRS)
	(b) (6), (b) (7)(C)	MOLO8489	Routine/PM	Water Heater:Unit not operating:trouble shoot water heater
Distinct Count of WOs by Asset:	Water Heater	3		
	(b) (6), (b) (7)(C)	MOLO8532	Routine/PM	Water Heater:Unit not heating water:No hot water. cc-ach Alt (b) (6), (b) (6),
	(b) (6), (b) (7)(C)	MOLO8554	Urgent	Water Heater:Unit not heating water:They came out today and said they set it at 130 but it's reading 90. Her son is shivering where she tried to give him a bath. (b) (6), (b) (6),
	(b) (6), (b) (7)(C)	MOLO8576	Urgent	Water Heater:Unit not operating:The unit is not heating water. cc jes (b) (6), (b) (b) (6), (b) (b)
Distinct Count of WOs by Asset:	Water Heater	3		
	(b) (6), (b) (7)(C)	MOLO8543	Urgent	Water Heater:Unit not heating water: **ADD ON **NO HOT WATER
	(b) (6), (b) (7)(C)	MOLO8575	Routine/PM	Water Heater:Unit not heating water:WATER IS LUKEWARM
	(b) (6), (b) (7)(C)	MOLO8632	Routine/PM	Water Heater:Unit not heating water:WATER HEATER:NO HOT WATER
Distinct Count of WOs by Asset:	Water Heater	5		
	(b) (6), (b) (7)(C)	MOLO8550	Urgent	Water Heater:Unit not heating water:
	(b) (6), (b) (7)(C)	MOLO9085	Emergency	Water Heater:Unit not heating water:WATER HEATER NOT HEATING WATER
	(b) (6), (b) (7)(C)	MOLO9090	Urgent	Water Heater:Unit not heating water:they aren't getting any hot water, they get alittle when they first turn on the water but then none for the rest of the day (b) (6), (b) (b) (6), (b) (b)
	(b) (6), (b) (7)(C)	MOLO9099	Emergency	Water Heater:Unit n water: **ADD ON**WATER HEATER NOT HEATING WATER
	(b) (6), (b) (7)(C)	MOLO9143	Routine/PM	Water Heater:Unit not heating water:this is a continuous issue with their water heater not heating the
Distinct Count of WOs by Asset:	Water Heater	5		
	(b) (6), (b) (7)(C)	MOLO8579	Emergency	Water Heater:Unit not heating water:Solar in water heater not working was set to electrical water still not getting hot. cc mcb (b) (6), (b) (b) (6), (b) (b)

	(b) (6), (b) (7)(C)	MOLO8586	Emergency	Water Heater:Unit not heating water:water is not getting hot, just had a tech out today and still no hot water. pls call (b) (6), (b) (7)(C) cc/sam
	(b) (6), (b) (7)(C)	MOLO8601	Emergency	Water Heater:Unit not heating water:NO HOT WTR U/S
	(b) (6), (b) (7)(C)	MOLO8633	Urgent	Water Heater:Unit not heating water:Caller says (b) (6), (b) (7)(C) has no hot water again. CC-SGE Contact (b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)	MOLO0434	Urgent	Water Heater:Unit not heating water:
Distinct Count of WOs by Asset:	Water Heater	3		
	(b) (6), (b) (7)(C)	MOLO0236	Routine/PM	Water Heater:Other::hot water not hot enough
	(b) (6), (b) (7)(C)	MOLO0388	Routine/PM	Water Heater:Unit not heating water:No hot water. Phone (b) (6), (b) (7)(C) CC JLY
	(b) (6), (b) (7)(C)	MOLO0531	Emergency	Water Heater:Unit not heating water:call before arriving, mrs stated that her water is not heating up (b) (6), (b) (7)(C) is needing someone to come out as soon as possible to fix this matter. (b) (6), (b) (7)(C) cc/ss
Distinct Count of WOs by Asset:	Windows & Screens	3		
	(b) (6), (b) (7)(C)	MOLO8594	Routine/PM	Windows & Screens:Other::D/S BTHRM WINDOW UNABLE TO CLOSE. MR STATED SOMETHING FELL OUT
	(b) (6), (b) (7)(C)	MOLO0104	Routine/PM	Windows & Screens:Other::*REPLACE D/S BATH WINDOW SASHES* D/S BTHRM WINDOW UNABLE TO CLOSE. MR STATED SOMETHING FELL OUT
	(b) (6), (b) (7)(C)	MOLO9014	Routine/PM	Windows & Screens:Window will not close:D/S BATH WNDW NOT CLOSING
Mololani II	Distinct Count of Addresses:	2		
Distinct Count of WOs by Asset:	Air Conditioning	3		
	(b) (6), (b) (7)(C)	MOL22266	Routine/PM	Air Conditioning:AC Not cooling-HAWAII only: **PTE**The a/c does not seem to be cooling the home. When the a/c is on you can hear a sound coming from the interior unit. The exterior fan still spins when on.
	(b) (6), (b) (7)(C)	MOL22269	Routine/PM	Air Conditioning:Other::CHK REPAIR
	(b) (6), (b) (7)(C)	MOL22270	Routine/PM	Air Conditioning:Other::AC CLEANING/PM
Distinct Count of WOs by Asset:	Alarm - Smoke	3		

	(b) (6), (b) (7)(C)	MOL22290	Emergency	Alarm - Smoke: Malfunctioning: constant beeping cc bga (b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)	MOL22405	Emergency	Alarm - Smoke: Malfunctioning: He states that it keeps going off every five minutes. (b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)	MOL22395	Routine/PM	Alarm - Smoke: Other: : R/R SMOKE AIARMS IN THE HOUSE
Nani Ulupau	Distinct Count of Addresses:	2		
Distinct Count of WOs by Asset:	Air Conditioning	3		
	(b) (6), (b) (7)(C)	NAUL4738	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: REPLACE AC FILTER
	(b) (6), (b) (7)(C)	NAUL4767	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: says a/c not working; the inside of her home is 84 dearees.
	(b) (6), (b) (7)(C)	NAUL4665	Routine/PM	Air Conditioning: Other: : CHANGE AC FILTER
Distinct Count of WOs by Asset:	Doors	4		
	(b) (6), (b) (7)(C)	NAUL4671	Routine/PM	Doors: Door requires repair / replacement: replace weatherstripping
	(b) (6), (b) (7)(C)	NAUL4756	Routine/PM	Doors: Door requires repair / replacement: RPL WEATHERSTRIP
	(b) (6), (b) (7)(C)	NAUL4782	Routine/PM	Doors: Door requires repair / replacement: SLDNG GLSS DR GLASS PANE MISSING HOLE
	2 (b) (6), (b) (7)(C)	NAUL4780	Routine/PM	Doors: Inspect doors: SCRIN DR NOT SITTIN IN TRACK CORRECLT
Pa Honua	Distinct Count of Addresses:	12		
Distinct Count of WOs by Asset:	(b) (6), (b) (7)(C)	5		
	(b) (6), (b) (7)(C)	PAHO1836	Routine/PM	(b) (6), (b) (7)(C) : Inspection-Mold scope: MOLD SCOPE IN BDROOM AND BLACK MOLD IN LAUNDRY ROOM
	(b) (6), (b) (7)(C)	PAHO2041	Routine/PM	(b) (6), (b) (7)(C) : Inspection-Mold scope: MOLD SCOPE
	(b) (6), (b) (7)(C)	PAHO2042	Routine/PM	(b) (6), (b) (7)(C) Other: : LEAK SEARCH AND SECURE
	(b) (6), (b) (7)(C)	PAHO2043	Routine/PM	(b) (6), (b) (7)(C) Other: : LEAK SEARCH AND SECURE
	(b) (6), (b) (7)(C)	PAHO2044	Routine/PM	(b) (6), (b) (7)(C) Other: : LEAK SEARCH AND SECURE

Distinct Count of WOs by Asset:	Air Conditioning	3		
	(b) (6), (b) (7)(C)	PAHO2170	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: A/C NOT COOLING
	(b) (6), (b) (7)(C)	PAHO1853	Emergency	Air Conditioning: Other: : AC LEAKING IN LAUNDRY RM
	(b) (6), (b) (7)(C)	PAHO2014	Urgent	Air Conditioning: Water leaking from unit-interior of home: A/C LEAKING
Distinct Count of WOs by Asset:	Air Conditioning	3		
	(b) (6), (b) (7)(C)	PAHO2568	Routine/PM	Air Conditioning: Other: : AC NOT BLOWING AS HARD AND IT DOESN'T BLOW COOL AIR FEELS MUGGY
	(b) (6), (b) (7)(C)	PAHO1984	Routine/PM	Air Conditioning: Replace filter: A/C FILTER
	(b) (6), (b) (7)(C)	PAHO2567	Routine/PM	Air Conditioning: Replace filter: REPLACE AC FILTER
Distinct Count of WOs by Asset:	Air Conditioning	4		
	(b) (6), (b) (7)(C)	PAHO2610	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: a/c not cooling
	(b) (6), (b) (7)(C)	PAHO2677	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only:
	(b) (6), (b) (7)(C)	PAHO2699	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: the unit was shut off because clr states that he smelled a burning smell (b) (6), (b) (7)(C) cc: cci
	(b) (6), (b) (7)(C)	PAHO2278	Routine/PM	Air Conditioning: Other: : AC NOT WORKING
Distinct Count of WOs by Asset:	Cabinets	3		
	(b) (6), (b) (7)(C)	PAHO1890	Routine/PM	Cabinets: Cabinet falling apart: resident called in and stated that the cabinet in the kitchen looks as if it's going to fall down due to the Cabinets: Drawer broken: They never got the shelf for the kitchen cabinet between the lazy susan. (b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)	PAHO2210	Routine/PM	Cabinets: Other: : resident called in and stated that there is a shelf missing underneath one of her cabinets
Distinct Count of WOs by Asset:	Garage Door / Opener	3		
	(b) (6), (b) (7)(C)	PAHO2296	Routine/PM	Garage Door / Opener: Inspect garage door opener: The door does not always work. They have to play with it. cc jes (b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)	PAHO1792	Routine/PM	Garage Door / Opener: Other: : GARAGE DOOR NOT WORKING: tennant stated garage remote has stopped working. cc sst (b) (6), (b) (7)(C)
Distinct Count of WOs by Asset:	Landscaping	3		

	(b) (6), (b) (7)(C)	PAHO1898	Routine/PM	Landscaping:Tree Trimming:PLANT IN BACK OF HOUSE GROWING INTO HVAC UNIT PLS CUT AND TRIM IT BCK
	(b) (6), (b) (7)(C)	PAHO1932	Routine/PM	Landscaping:Tree Trimming:CUT THE BUSH BY THE AC UNIT IN THE BACK
	(b) (6), (b) (7)(C)	PAHO1933	Routine/PM	Landscaping:Tree Trimming:CUT THE BUSH BY THE AC UNIT IN THE BACK
Distinct Count of WOs by Asset:	Refrigerator	3		
	(b) (6), (b) (7)(C)	PAHO2549	Routine/PM	Refrigerator: Install new unit:replace refrigerator
	(b) (6), (b) (7)(C)	PAHO2293	Urgent	Refrigerator:Other::resident called in to report that refrigerator is freezing all food and doesn't know how to re set it
	(b) (6), (b) (7)(C)	PAHO2540	Routine/PM	Refrigerator:Other::BUTTER DR COVER AND FREEZER SHELF BAR
Distinct Count of WOs by Asset:	Sink	3		
	(b) (6), (b) (7)(C)	PAHO1811	Routine/PM	Sink:Other::**SEE ATTACH**Clr says that has a pipe that is leaking water from the wall that it is in between the bathroom and the pantry. Clr says that has turned off the water and needs someone to come out and see what the issue is and fix it # (b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)	PAHO1883	Routine/PM	Sink:Other::PLACE KITCHEN SINK**KITCHEN SINK LEAKING AVTIVELY
	(b) (6), (b) (7)(C)	PAHO2226	Routine/PM	Sink:Other::replace kitchen sink bracket that holds kitchen sink
Distinct Count of WOs by Asset:	Sink	3		
	(b) (6), (b) (7)(C)	PAHO2128	Routine/PM	Sink:Other::REPAIR LEAKING BTHRM SINK
	(b) (6), (b) (7)(C)	PAHO2177	Routine/PM	Sink:Other::MSTR BTHRM SINK STILL LEAKING ON THE BOTTOM
	(b) (6), (b) (7)(C)	PAHO2228	Routine/PM	Sink:Other::THERE WAS A LEAK PREVIOUSLY AT THE BTM OF TEH CAIBENT WATER WAS SEEPING INTO THE GAP AND IT SMELLSY REALLY BAD SCOPE AND REPAIR
Distinct Count of WOs by Asset:	Toilets	3		
	(b) (6), (b) (7)(C)	PAHO1886	Routine/PM	Toilets:Toilet runs continuously:Ever since we moved in, about every 5-10 min the toilet runs and makes a high pitch sound afterwards.
	(b) (6), (b) (7)(C)	PAHO2251	Routine/PM	Toilets:Toilet runs continuously:toilet runs about every 5 min
	(b) (6), (b) (7)(C)	PAHO2287	Routine/PM	Toilets:Toilet runs continuously:same toilet as last time is running about every 5-10 min on and off again.. i requested this about a week ago and the plumber never showed up

Distinct Count of WOs by Asset:	Toilets	3		
	(b) (6), (b) (7)(C)	PAHO2588	Routine/PM	Toilets: Other: : D/S TLT RUNS
	(b) (6), (b) (7)(C)	PAHO2076	Routine/PM	Toilets: Toilet clogged / overflowing: tennant states that down stairs toilet is backing up when flushed cc sst (b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)	PAHO2181	Routine/PM	Toilets not flush: Caller says this toilet will not flush and is also running continuously, very loudly. had someone out to fix this not long ago and it is still messed up. CC LKG (b) (6), (b) (7)(C)
Distinct Count of WOs by Asset:	Toilets	3		
	(b) (6), (b) (7)(C)	PAHO2721	Routine/PM	Toilets: Other: : ALL 3 TOILETS ARE OVERFLOWING RES SHUT OFF VALVE
	(b) (6), (b) (7)(C)	PAHO2703	Routine/PM	Toilets: Toilet clogged / overflowing: Caller reports that a clorox tablet that is intended to go inside the toilet tank was deposited in the toilet bowl by mistake. Caller has cleaned up all water, plunged the toilet but needs maintenance to come out because the toilet water line is at top of bowl, and had to shut water off, he needs line snaked. (b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)	PAHO2716	Routine/PM	CC/WDC Toilets: Toilet clogged / overflowing: D/S TLT OVERFLOWING
Distinct Count of WOs by Asset:	Windows & Screens	3		
	(b) (6), (b) (7)(C)	PAHO1971	Routine/PM	Windows & Screens: Blinds are broken / missing: REPAIR SEVERAL BLINDS
	(b) (6), (b) (7)(C)	PAHO2131	Routine/PM	Windows & Screens: Blinds are broken / missing: REPAIR SEVERAL BLINDS
	(b) (6), (b) (7)(C)	PAHO1973	Routine/PM	Windows & Screens: Other: : BAY WINDOW SEAT
Pa Honua IV	Distinct Count of Addresses:	5		
Distinct Count of WOs by Asset:	Air Conditioning	4		
	(b) (6), (b) (7)(C)	PAH40607	Routine/PM	Air Conditioning: Air Conditioner requires cleaning: The a/c drain is clogged Nicole; 8083976332 cc JLS
	(b) (6), (b) (7)(C)	PAH40927	Routine/PM	Air Conditioning: Other: : DRAIN CLOGGED C/O FILTER
	(b) (6), (b) (7)(C)	PAH40606	Routine/PM	Air Conditioning: Replace filter: Needs filter replaced. 8083976332 cc JLS
	(b) (6), (b) (7)(C)	PAH41524	Routine/PM	Air Conditioning: Replace filter:
Distinct Count of WOs by Asset:	Air Conditioning	4		

	(b) (6), (b) (7)(C)	PAH40657	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: AC NOT COOLING
	(b) (6), (b) (7)(C)	PAH40969	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: Clr a/c is still not cooling. Phone (b) (6), (b)
	(b) (6), (b) (7)(C)	PAH41110	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: Clr states that the a/c is not working properly. CC IXM
	(b) (6), (b) (7)(C)	PAH41548	Routine/PM	Air Conditioning: Other: : WHEN RES SWITCH OUT AC FILTERS HE FOUND A BLUE BUILD UP TINT ON THE INSIDE AND OUTSIDE
Distinct Count of WOs by Asset:	Air Conditioning	3		
	(b) (6), (b) (7)(C)	PAH41506	Emergency	Air Conditioning: AC Not cooling- HAWAII only: A/C INOP
	(b) (6), (b) (7)(C)	PAH41562	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: A/C NOT COOLING
	(b) (6), (b) (7)(C)	PAH41593	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: ■ says no one has shown up to fix her a/c. ■ has been waiting and has even seen them over at her neighbors' whom stated that they never put in for service. ■ home is very uncomfortable, and ■ would like this fixed immediately. CC DLG (b) (6), (b)
Distinct Count of WOs by Asset:	Doors	3		
	(b) (6), (b) (7)(C)	PAH40867	Routine/PM	Doors: Door requires repair / replacement: Caller want's the back screen door replaced she said it can not be fixed. (b) (6), (b)
	(b) (6), (b) (7)(C)	PAH40979	Routine/PM	Doors: Door won't latch or lock: The back glass door will not lock. cc: tle (b) (6), (b)
	(b) (6), (b) (7)(C)	PAH41115	Routine/PM	Doors: Other: : REPAIR EXTERIOR DOOR WHERE AC UNIT IS LOCATED
Distinct Count of WOs by Asset:	Dryer	3		
	(b) (6), (b) (7)(C)	PAH41023	Routine/PM	Dryer: Other: : DRYER NOT WORKING PROPERLY
	(b) (6), (b) (7)(C)	PAH41024	Routine/PM	Dryer: Other: : DRYER NOT WORKING PROPERLY
	(b) (6), (b) (7)(C)	PAH41057	Routine/PM	Dryer: Other: : DRYER NOT WORKING PROPERLY
Ulupa'u IV	Distinct Count of Addresses:	6		
Distinct Count of WOs by Asset:	Air Conditioning	3		

	(b) (6), (b) (7)(C)	ULU49112	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: **REPLACE INDOOR COIL** AC isn't cooling. Unit & HVAC system fans are not running. Has currently been at least 12 hours since we noticed the AC wasn't running. We've checked the unit inside & out, the breakers & filter
	(b) (6), (b) (7)(C)	ULU49204	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: AC NOT COOLING
	40 (b) (6), (b) (7)(C)	ULU49495	Routine/PM	Air Conditioning: AC Not cooling- HAWAII only: AC NOT COOLING
Distinct Count of WOs by Asset:	Dryer	3		
	(b) (6), (b) (7)(C)	ULU49101	Routine/PM	Dryer: Other:: stops constantly have to restart
	(b) (6), (b) (7)(C)	ULU49203	Routine/PM	Dryer: Other:: resident called in to report that her dryer is INOP and can't use it at all
	(b) (6), (b) (7)(C)	ULU49256	Routine/PM	Dryer: Other:: REPAIR GARAGE DOOR ELECTRONICALLY
Distinct Count of WOs by Asset:	Garage Door / Opener	3		
	(b) (6), (b) (7)(C)	ULU49072	Routine/PM	Garage Door / Opener: Other:: SCOPE GARAGE DOOR. UNABLE TO CLOSE ELECTRONICALLY
	(b) (6), (b) (7)(C)	ULU49213	Routine/PM	Garage Door / Opener: Other:: inop sensors been fixed
	(b) (6), (b) (7)(C)	ULU49263	Routine/PM	Garage Door / Opener: Other:: THE GARAGE DOOR IS NOT WORKING PROPERLY
Distinct Count of WOs by Asset:	Garage Door / Opener	3		
	(b) (6), (b) (7)(C)	ULU49083	Routine/PM	Garage Door / Opener: Other:: GRG DR SENSORS CAME OFF DR WILL NOT CLOSE
	(b) (6), (b) (7)(C)	ULU49523	Routine/PM	Garage Door / Opener: Other:: Caller stated the garage door does not open and close properly. CC JMM
	(b) (6), (b) (7)(C)	ULU49525	Routine/PM	(b) (6), (b) (7)(C) r / Opener: Other:: door stopper is broken (b) (6), (b) (7)(C)
Distinct Count of WOs by Asset:	Pest Control	4		
	(b) (6), (b) (7)(C)	ULU49147	Routine/PM	Pest Control: Other:: SEAL PEST ENTRY POINTS IN HOME
	(b) (6), (b) (7)(C)	ULU49199	Routine/PM	Pest Control: Other:: resident called in to report that one of the traps went
	(b) (6), (b) (7)(C)	ULU49092	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: MICE IN GRG
	(b) (6), (b) (7)(C)	ULU49532	Urgent	Pest Control: Rats/mice/other rodents observed/suspected: **ADD ON** PICK UP TRAP IN ATTIC

Distinct Count of WOs by Asset:	Pest Control	3		
	(b) (6), (b) (7)(C)	ULU49458	Routine/PM	Pest Control:Ants/spiders/other insects observed:resident called in to report that there are ants around
	(b) (6), (b) (7)(C)	ULU49484	Routine/PM	Pest Control:Other::pick up 6 rats and reset traps
	(b) (6), (b) (7)(C)	ULU49457	Routine/PM	Pest Control:Rats/mice/other rodents observed/suspected:resident called in to report that there are mice observed inside the home.
Waikulu	Distinct Count of Addresses:	8		
Distinct Count of WOs by Asset:	Air Conditioning	3		
	(b) (6), (b) (7)(C)	WAIK9321	Routine/PM	Air Conditioning:AC Not cooling-HAWAII only:A/C NOT KICKING ON
	(b) (6), (b) (7)(C)	WAIK9508	Routine/PM	Air Conditioning:AC Not cooling-HAWAII only:Resident called in to report that this is the third time we are coming out to service her A/C. said the last time we re-wired some things and no the fan only blows but the A/C doesn't work. really needs this issue taken care off ASAP
	(b) (6), (b) (7)(C)	WAIK9359	Routine/PM	Air Conditioning:Other::AC NOT WORKING
Distinct Count of WOs by Asset:	Alarm - Smoke	3		
	(b) (6), (b) (7)(C)	WAIK9449	Emergency	Alarm - Smoke:Going Off:smoke alarms going off
	(b) (6), (b) (7)(C)	WAIK9452	Emergency	Alarm - Smoke:Malfunctioning:alarms removed because they keep going off
	(b) (6), (b) (7)(C)	WAIK9444	Emergency	Alarm - Smoke:Other::SMOKE ALARMS GOING OFF
Distinct Count of WOs by Asset:	Alarm - Smoke	3		
	(b) (6), (b) (7)(C)	WAIK0301	Urgent	Alarm - Smoke:Going Off:again. Pls replace smoke alarm this time.
	(b) (6), (b) (7)(C)	WAIK9537	Routine/PM	Alarm - Smoke:Inspect alarm:Clr says that the batteries need to be changed at the location for the alarms.
	(b) (6), (b) (7)(C)	WAIK0321	Routine/PM	#(b) (6), (b) (7)(C) Alarm - Smoke:Inspect alarm:SMOKE ALARM INOP
Distinct Count of WOs by Asset:	Garage Door / Opener	4		
	(b) (6), (b) (7)(C)	WAIK0349	Routine/PM	Garage Door / Opener:Door won't open:Caller states that her garage door wont open nor close, becasue it's missing a screw. They did put a temporary one, but it came off. ccmah (b) (6), (b) (7)(C)

	(b) (6), (b) (7)(C)	WAIK9676	Emergency	Garage Door / Opener: Other: : Caller says the garage door will not close. All of her belongings are in her garage and also [REDACTED] husband is deployed so she would like it closed so her and her property are safe. Emergency per caller. CC IKG (b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)	WAIK0426	Routine/PM	Garage Door / Opener: Other: : GRG DR WONT CLOSE
	(b) (6), (b) (7)(C)	WAIK0286	Routine/PM	Garage Door / Opener: Remote control not working: GRG DR REMOTE INOP
Distinct Count of WOs by Asset:	Pest Control	4		
	(b) (6), (b) (7)(C)	WAIK9815	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: POSSIBLE RODENTS IN KITCHEN
	(b) (6), (b) (7)(C)	WAIK9846	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: POSSIBLE RODENTS IN KITCHEN
	(b) (6), (b) (7)(C)	WAIK9847	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: COVER UP ENTRY POINT LOCATED UNDER KITCHEN CABINET
	(b) (6), (b) (7)(C)	WAIK0509	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: RODENTS IN KITCHEN
Distinct Count of WOs by Asset:	Toilets	3		
	(b) (6), (b) (7)(C)	WAIK9869	Routine/PM	Toilets: Other: : REPLACE DWNSTRS TOILET PAPER HOLDER
	(b) (6), (b) (7)(C)	WAIK9510	Routine/PM	Toilets: Toilet leaking around base: Clr states that both toilets are leaking around the base. CC IXM (b) (6), (b) (7)(C)
	(b) (6), (b) (7)(C)	WAIK9272	Routine/PM	Toilets: Toilet runs continuously: All three toilets running constantly. (b) (6), (b) (7)(C) ccdim
Distinct Count of WOs by Asset:	Windows & Screens	3		
	(b) (6), (b) (7)(C)	WAIK9594	Routine/PM	Windows & Screens: Blinds are broken / missing: My blinds and screen need replaced from the strong winds recently they are falling apart, I've already taken two of them down
	(b) (6), (b) (7)(C)	WAIK9600	Routine/PM	Windows & Screens: Blinds are broken / missing: screen replacement
	(b) (6), (b) (7)(C)	WAIK9823	Routine/PM	Windows & Screens: Blinds are broken / missing: Wind broke one blind
Distinct Count of WOs by Asset:	Windows & Screens	3		
	(b) (6), (b) (7)(C)	WAIK9718	Routine/PM	Windows & Screens: Blinds are broken / missing: VBLINDS INOP
	(b) (6), (b) (7)(C)	WAIK9719	Routine/PM	Windows & Screens: Blinds are broken / missing: SLATS MISSING IN DNGRM
	(b) (6), (b) (7)(C)	WAIK9720	Routine/PM	Windows & Screens: Blinds are broken / missing: HEAD RAIL MISSING

Date/Time Completed	Item Asset	Item Task	Item Description
12/11/2014 12:36 PM	Lighting	Inspect lighting	You tried fixing the outside light on the 25th of November, but it's out again ccara
11/25/2014 5:00 PM	Lighting	Other:	**REPLACE ADDRESS LIGHT FIXTURE** SENSOR LIGHTS IN THE FRONT NOT WORKING
11/6/2014 5:55 PM	Lighting	Other:	LIGHT FIXTURE IN LAUNDRY RM AND SHOWER NOT WORKING
12/6/2014 4:31 PM	(b) (6), (b) (7)(C)	Lock Out	Locked out of house. (b) (6), (b) (7)(C) housing. Phone # (b) (6), (b) (7)(C)
12/26/2014 9:48 PM	(b) (6), (b) (7)(C)	Lock Out	Locked out 1900. At (b) (6), (b) (7)(C)
1/29/2015 11:00 PM	(b) (6), (b) (7)(C)	Lock Out	(b) (6), (b) (7)(C) lock out 9:30pm
1/15/2015 1:11 PM	Air Conditioning	AC Not cooling-HAWAII only	*LEAK CHECK* JUST GOT NEW AC UNIT REPLACED AND CONDENSOR FIXED AND IT WENT OUT [REDACTED] IS POSSIBLE ON THE EFMP LIST
11/7/2014 3:19 PM	Air Conditioning	Other:	The thermostat says it is 80 degrees in the house but it does not feel that way. [REDACTED] wants to make sure that there is nothing wrong or that the unit is not over working. cc jes 6619127855
11/22/2014 3:37 PM	Air Conditioning	Other:	**REPLACE INDOOR COIL**R/R AC THERMOSTAT NOT WORKING
1/7/2015 12:07 PM	Air Conditioning	AC Not cooling-HAWAII only	a/c not cooling cc bga (b) (6), (b) (7)(C)
11/18/2014 5:05 PM	Air Conditioning	Other:	A/C LEAKING

1/7/2015 12:46 PM	Air Conditioning	Other:	**ADD ON**CHANGE OUT CONDENSOR AND EVAP COIL
1/4/2015 1:40 PM	Water Heater	Unit not heating water	<p>█ would like for someone to call █. They just moved in and can't get the hot water to turn on/work. █ would like for someone to walk █ through it and if they can't be walked through then have someone come out. CC KLH</p> <p>(b) (6), (b)</p>
1/5/2015 5:05 PM	Water Heater	Unit not heating water	HOT WATER HEATER IS NOT WORKING PROPERLY/NOT HEATING WATER
1/16/2015 3:03 PM	Water Heater	Unit not heating water	NO HOT WTR ON SOLAR AND ELETRIC
1/7/2015 8:16 PM	Water Heater	Unit not heating water	<p>Clr stated that his hot water is not working</p> <p>ccrxb</p> <p>(b) (6), (b)</p>
1/26/2015 3:47 PM	Water Heater	Unit not heating water	<p>Clr stated that his hot water is not working</p> <p>ccrxb</p> <p>(b) (6), (b)</p>
1/27/2015 10:33 PM	Water Heater	Unit not heating water	<p>Once again █ doesn't have any hot water. █ did what the tech told █ to do b ut it's not working. (b) (6), █ CCALM. (b) (7)(C)</p>
11/15/2014 10:39 AM	Air Conditioning	AC Not cooling-HAWAII only	AC NOT COOLING
1/20/2015 9:39 AM	Air Conditioning	AC Not cooling-HAWAII only	<p>**PTE**PULL KEYS**She states that the temperature is set to 72 degrees but it is reading 82 degrees.</p> <p>CC SFJ (b) (6), (b)</p>
1/15/2015 6:19 PM	Air Conditioning	AC Not cooling-HAWAII only	A/C NOT COOLING
1/19/2015 7:52 PM	Toilets	Toilet clogged / overflowing	toilet clogged (b) (6), (b)

11/5/2014 4:00 PM	Toilets	Toilet leaking around base	■■■ just had the toilet fixed and they did not caulk around the base of the toilet. Would like someone to come out and caulk it please. (b) (6), (b) cc JLS
1/27/2015 9:44 AM	Toilets	Toilet will not flush	INOP
12/20/2014 1:43 PM	Garage Door / Opener	Door won't open	Clr states that the garage door is not closing and states that ■■■ needs some one to come out and fix the issue ASAP. Clr will like a call back to get an ETA. (b) (6), (b) CC.MAC
12/30/2014 4:45 PM	Garage Door / Opener	Door won't open	**PTE ON FILE. TAKE KEYS**GARAGE DOOR NOT WORKING
1/14/2015 8:55 AM	Garage Door / Opener	Other:	**PTE ON FILE. GARAGE DOOR NOT CLOSING
11/14/2014 2:27 PM	Water Heater	Inspect unit	SOLAR WTR HTR INOP CHK SENSOR
12/1/2014 2:09 PM	Water Heater	Inspect unit	SCOPE SOLAR WATER HEATER TIMER. THIS IS 4TH TIME.
12/4/2014 5:02 PM	Water Heater	Inspect unit	STILL NO HOT WTR ON SOALR
12/5/2014 10:56 AM	Carpeting	Carpeting bubbling / wrinkling	BEDROOM CARPET COMMING UP BY CLOSET
12/5/2014 10:59 AM	Carpeting	Carpeting bubbling / wrinkling	OTHER BEDROOM CARPET COMMING UP BY DOOR
12/5/2014 11:06 AM	Carpeting	Other:	SEAL INCLUSIONS FOR PEST IN ATTIC / SCREEN VENTS
11/13/2014 12:31 PM	Lighting	Light not functioning	ADDRESS LIT INOP
11/13/2014 12:29 PM	Lighting	Light not functioning	SHWR LIT INOP
11/13/2014 12:23 PM	Lighting	Light not functioning	HALL LIT INOP

11/6/2014 5:44 PM	Refrigerator	Freezer not cold	There is a large whole in the freezer where the ice bucket maker goes. You are able to see to the outside of the freezer. Freezer is no longer cool. Food will spoil.
1/2/2015 11:56 AM	Refrigerator	Install new unit	c/o fridge
12/24/2014 1:07 PM	Refrigerator	Refrigerator too cold	vegetables all frozen and no good
11/7/2014 3:21 PM	Water Heater	Unit not heating water	Hot water is not working in the entire household. cc: AAB----- (b) (6), (b) (7)(C)
11/8/2014 2:33 AM	Water Heater	Unit not heating water	Hot water is not working in the entire household. cc: AAB----- (b) (6), (b) (7)(C)
11/22/2014 11:25 AM	Water Heater	Unit not heating water	(NO HOT WATER) GRAY BOX INOP AND SOLAR CONTROLER BOX ON WATER HEATER INOP
1/11/2015 4:04 PM	Water Heater	Unit not heating water	Caller states there is no hot water. (b) (6), (b) (7)(C) cc:cwx
11/6/2014 9:03 AM	Air Conditioning	AC Not cooling-HAWAII only	LEAK SEARCH FOLLOW UP
11/14/2014 3:16 PM	Air Conditioning	AC Not cooling-HAWAII only	Caller stated he had the unit fixed last week and it went out again. (b) (6), (b) (7)(C) cc/lrp
11/10/2014 9:21 AM	Air Conditioning	AC Not cooling-HAWAII only	RECHARGE A/C UNIT
11/21/2014 9:15 AM	Air Conditioning	Other:	AC UNIT HAS WATER IN THE AIR INTAKE
11/25/2014 4:12 PM	Air Conditioning	Other:	A/C KEEPS RUNNING (WE'VE BEEN THERE 2 PREVIOUS TIMES)
11/12/2014 2:15 AM	Air Conditioning	Water leaking from unit-interior of home	The A/C is leaking. pci PTH (b) (6), (b) (7)(C)
11/14/2014 2:31 AM	Air Conditioning	Water leaking from unit-interior of home	A/c leaking water all over her flores. (b) (6), (b) (7)(C) WEF --CC
11/25/2014 3:52 PM	Air Conditioning	AC Not cooling-HAWAII only	A/C NOT COOLING

11/13/2014 5:34 PM	Air Conditioning	Other:	AC LEAKING AND CARPET IS WET
11/18/2014 2:11 PM	Air Conditioning	Other:	AC LEAKING AND CARPET IS SOAKED WET
11/20/2014 10:56 AM	Air Conditioning	Other:	(*STILL LEAKING* AC LEAKING AND CARPET IS SOAKED WET
12/5/2014 3:30 PM	Air Conditioning	Water leaking from unit-interior of home	A/C LEAKING
11/18/2014 7:57 PM	Air Conditioning	Water leaking from unit-interior of home	A/C LEAKING
11/20/2014 11:43 AM	Air Conditioning	Water leaking from unit-interior of home	CEILING BUBBLE IS LEAKING, [REDACTED] WENT OUT YESTERDAY AND CLEAN OUT THE DRAIN, WATER FLOWS CORRECTLY TO THE AC UNIT, AC TECH FLUSHED THE DRAINS LINES AND DIDN'T FIND ANYTHING REALTING TO A AC LEAK, BELIVES ONE OF THE WATER LINES IN CEILING IS LEAKING, LOCATE LEAK AND PATCH UP HOLE
11/19/2014 6:06 PM	Air Conditioning	Water leaking from unit-interior of home	CEILING BUBBLE IS LEAKING, [REDACTED] Y WENT OUT YESTERDAY AND CLEAN OUT THE DRAIN, WATER FLOWS CORRECTLY TO THE AC UNIT, AC TECH FLUSHED THE DRAINS LINES AND DIDN'T FIND ANYTHING REALTING TO A AC LEAK, BELIVES ONE OF THE WATER LINES IN CEILING IS LEAKING, LOCATE LEAK AND PATCH UP HOLE
11/19/2014 8:56 PM	Air Conditioning	Water leaking from unit-interior of home	(LEAKING AGAIN) CEILING BUBBLE IS LEAKING, [REDACTED] WENT OUT YESTERDAY AND CLEAN OUT THE DRAIN, WATER FLOWS CORRECTLY TO THE AC UNIT, AC TECH FLUSHED THE DRAINS LINES AND DIDN'T FIND ANYTHING REALTING TO A AC LEAK, BELIVES ONE OF THE WATER LINES IN CEILING IS LEAKING, LOCATE LEAK AND PATCH UP HOLE
12/2/2014 2:27 PM	Air Conditioning	Other:	AC NOT WORKING
1/12/2015 11:02 AM	Air Conditioning	Other:	AC CLEANING
1/12/2015 11:03 AM	Air Conditioning	Other:	DEHUMID INOP

12/3/2014 4:04 PM	Air Conditioning	AC Not cooling-HAWAII only	Downstairs thermostat is active, but AC is not working at all regardless of thermostat input. Also, the dehumidifier controller upstairs is not displaying anything. No circuit breakers are in the "off" position inside the breaker box. Please call my wife (b) (6) at (b) (6), (b) (6) for appointment scheduling as I will not be in the area for the next 10 days. Thank you.
12/12/2014 2:43 PM	Air Conditioning	AC Not cooling-HAWAII only	resident called in to report that her A/C isn't cooling properly
1/13/2015 1:00 PM	Air Conditioning	Other:	dehumidifier automatically shut itself off.
12/18/2014 6:15 PM	Alarm - Smoke	Going Off	smoke alarm going off
12/4/2014 8:14 AM	Alarm - Smoke	Malfunctioning	Keeps chirping even though she changed the battery
12/19/2014 11:28 AM	Alarm - Smoke	Other:	**ADD ON**REPLACED FIRE ALARM IN UPSTRS BEDRM, PREVIOUS TECH TOOK IT AWAY NEVER REPLACED IT
11/26/2014 11:45 AM	Doors	Door requires repair / replacement	**PTE**The Garage door has a hole on the out side and the lower plastic peace that seals to the ground is cracked. In multiple place.
1/9/2015 11:54 AM	Doors	Door requires repair / replacement	Caller states that the lower half of her screen door is falling apart and needs to be repaired. (b) (6), (b) (7) CCMDW
1/3/2015 2:53 PM	Doors	Other:	Resident says there was a huge storm and a large tree fell in her front yard and it is blocking off the doorway and (b) (6), (b) (6) can get out of the house. cc: AAB
12/20/2014 11:34 AM	Dryer	Clean dryer vent	Recently getting an error "AF" when attempting to dry, and clothes take a longer time than usual to dry.

1/6/2015 4:45 PM	Dryer	Other:	Our dryer has been giving a code "AF" for approximately a month, and for the past couple months has been requiring multiple drying cycles to dry clothes fully. We requested and received service to clean the vent on 20 December, but continue to get the same error message and difficulty drying. Thanks for your help! resident called in to report that the technician came out yesterday to fix her dryer and the dryer is still not working properly
1/8/2015 10:53 AM	Dryer	Other:	
1/3/2015 3:20 PM	Fencing / Gates	Fencing damaged	The tree fell on the gate and needs it removed. (b) (6), (b) ccjxa
1/9/2015 11:54 AM	Fencing / Gates	Fencing damaged	a huge tree fell on the fence damaging a section, (b) (6), (b) needs it repaired asap (b) (6), (b) pci.sz
1/21/2015 9:43 AM	Fencing / Gates	Fencing damaged	FENCE DMGD FROM FALLEN TREE
12/29/2014 1:30 PM	Garage Door / Opener	Inspect garage door opener	
12/29/2014 1:23 PM	Garage Door / Opener	Lubricate / service hardware	(b) (6), (b) said it makes a lot of noise when in use
12/29/2014 1:30 PM	Garage Door / Opener	Remote control not working	hv to hold down to work
11/19/2014 5:20 PM	Pest Control	Ants/spiders/other insects observed	INT/EXT ANTS
12/5/2014 9:10 AM	Pest Control	Ants/spiders/other insects observed	INT/EXT ANTS
12/15/2014 4:07 PM	Pest Control	Rats/mice/other rodents observed/suspected	SET TRAPS
12/15/2014 4:07 PM	Pest Control	Ants/spiders/other insects observed	INT SPIDERS AND ANTS
1/5/2015 3:29 PM	Pest Control	Other:	RE-CAULK SLIDING BACK DR FOR ANT ENTRY POINTS
1/30/2015 8:47 AM	Pest Control	Other:	SPRAY INT FOR ANTS AND SPIDERS ONLY ABLE TO DO THIS DAY SINCE SHES PREGOS AND ONLY HAVE HELPERS ON THIS DAY TO MOVE FURNNITURE

12/17/2014 2:33 PM	Pest Control	Other:	Found rat in grill that ran up and into our home on saturday. I called to let FC know that there is a rat on our property that we had previously heard in the vent above kitchen on numerous occasions (but thought it was the fan). Please send someone out ASAP, we have two babies in our home
12/26/2014 8:40 AM	Pest Control	Other:	Called on saturday for pest control to remove dead rat in trap that they set, no one has returned a call and we still have dead rat on front porch behind grill. Terminix instructed us to call FC as soon as rat was in trap so that FC could come out and plug up hole that rat was living in
12/23/2014 4:40 PM	Pest Control	Other:	**ADD ON**PICK UP TRAP ON THE FRONT PORCH OF THE HOUSE
12/8/2014 10:41 AM	Refrigerator	Drawer Broken	Crisper drawer keeps getting stuck in one corner. (b) (6), (b) ccdm
12/30/2014 11:04 AM	Refrigerator	Drawer Broken	drawer broken # (b) (6), (b) CC.MAC
12/30/2014 10:57 AM	Refrigerator	Ice maker not working	issue with the Ice maker for the refrigerator. (b) (6), (b) (7) CC.MAC
11/24/2014 3:18 PM	Sink	Other:	REPAIR MSTRBTH SINK LEAKING
12/1/2014 3:55 PM	Sink	Sink leaking	BTHRM SINK LKS INTO THE CAB
12/31/2014 12:53 PM	Sink	Sink leaking	Clr states that the sink is still leaking at the bottom of the unit. CC IXM (b) (6), (b) (7)
11/7/2014 11:55 AM	Toilets	Toilet runs continuously	Master bathroom toilet has water intermitantly running in to the bowl after the flushing cycle has stopped.
11/10/2014 12:01 PM	Toilets	Toilet runs continuously	toilet running faster than before (repeat issue)
12/6/2014 9:44 AM	Toilets	Toilet runs continuously	1ST PLUMBER DIDNT RESOLVE ISSUE, ONLY MADE IT WORSE

12/11/2014 1:52 PM	Toilets	Toilet runs continuously	This has been a reoccurring problem. The last time maintenance personnel were out the problem was not occurring and no problem could be found. Afterward I found it to be a problem with the float not working correctly
11/20/2014 7:30 PM	Toilets	Other:	dwnstrs bthrm clogged
11/12/2014 7:53 PM	Toilets	Toilet clogged / overflowing	U/S TLT BCKING UP
11/12/2014 7:54 PM	Toilets	Toilet clogged / overflowing	TOILET CLOGGED W/STUFF INSIDE
12/29/2014 12:57 PM	Toilets	Toilet clogged / overflowing	The toilet is clogged. cc: tle (b) (6), (b)
11/20/2014 11:39 AM	Toilets	Toilet runs continuously	GUEST TOILET RUNS
12/29/2014 1:04 PM	Toilets	Toilet runs continuously	The toilet runs all the time. This is the other toilet. cc: tle (b) (6), (b)
1/15/2015 1:35 PM	Toilets	Other:	REPAIR U/S TOILET HANDLE LOOSE AND CONT RUNS
11/20/2014 2:54 PM	Toilets	Toilet runs continuously	D/S TOILET RUNS/CHANGE OUT FLAPPER
1/21/2015 12:48 PM	Toilets	Toilet runs continuously	upstrs toliet runs on and off after its flushed. (b) (6), (b) (7)(C)
11/24/2014 1:17 PM	Toilets	Other:	D/S TOILET HARD TO FLUSH
11/24/2014 2:41 PM	Toilets	Other:	MASTER BATH TLT RUNS
11/24/2014 11:15 AM	Toilets	Toilet runs continuously	D/S TOILET RUNS
12/8/2014 6:15 PM	Toilets	Toilet clogged / overflowing	Caller states that her downstairs toilet is clogged, and will overflow if you flush it. ccmqh (b) (6), (b)

12/19/2014 5:00 PM	Toilets	Toilet clogged / overflowing	Cl r is needing someone to come out and check on [REDACTED] toilet, states it will over flow if [REDACTED] continues to flush. cc gmb (b) (6), (b) (7)
12/26/2014 5:53 PM	Toilets	Toilet clogged / overflowing	TOILET IS CLOGGED AND HAS FECAL MATTER, ITS BEEN SNAKED BEFORE BUT ITS BEEN AN ONGOING PORB, THINK THERES AN ISSURE FURTHER DOWN SINCE THEY'VE BEEN CONSERVATIVE ABOUT THEIR TOILET PAPER
12/26/2014 9:17 PM	Toilets	Toilet clogged / overflowing	Clr stated that the toilet was clogged and that he had already put in a request for it but when he called back he was informed it was completed. [REDACTED] stated no one has came out and would like someone to comeout ASAP. (b) (6), (b) (7) CCJXA
1/31/2015 9:39 AM	Toilets	Toilet clogged / overflowing	They just moved in and the toilet in the master bedroom still isn't flushing. The water rises to the top but the waste never goes down. These are issues that was going on before they moved in. (b) (6), (b) (7) :CCALM.
1/31/2015 10:12 AM	Toilets	Toilet clogged / overflowing	The toilet is not flushing and is overflowing. Maintenance did not fix the problem. cc RRB (b) (6), (b) (7)
1/28/2015 3:30 PM	Toilets	Toilet will not flush	Caller stated that toilet does not flush correctly /caller has plunged it but it will still not flush correctly CC AXC (b) (6), (b) (7)
1/26/2015 10:50 AM	Water Heater	Inspect unit	SOLAR TIMER
1/26/2015 10:49 AM	Water Heater	Inspect unit	SOLAR TIMER
12/4/2014 1:38 PM	Water Heater	Other:	Knob on the water heater is not working (b) (6), (b) (7) DTF
12/17/2014 2:05 PM	Water Heater	Other:	R/R WATER HEATER DIAL NOT TURNING
1/8/2015 3:45 PM	Water Heater	Other:	The water heater time is not working. (b) (6), (b) (7) cc: AAB

11/24/2014 2:58 PM	Water Heater	Unit not operating	NO HOT WATER UPSTAIRS
11/24/2014 6:00 PM	Water Heater	Unit not operating	NO HOT WATER ON ELEC/SOLAR (MULTIPLE REPAIRS)
11/25/2014 3:52 PM	Water Heater	Unit not operating	trouble shoot water heater
11/26/2014 3:29 PM	Water Heater	Unit not heating water	No hot water. cc-ach Alt (b) (6), (b) (7)
11/26/2014 9:00 PM	Water Heater	Unit not heating water	They came out today and said they set it at 130 but it's reading 90. [REDACTED] is shivering where [REDACTED] tried to give [REDACTED] a bath. (b) (6), (b) (7) :CCALM.
12/1/2014 3:38 PM	Water Heater	Unit not operating	The unit is not heating water. cc jes (b) (6), (b) (7)
11/28/2014 9:28 AM	Water Heater	Unit not heating water	**ADD ON **NO HOT WATER
12/1/2014 3:00 PM	Water Heater	Unit not heating water	WATER IS LUKEWARM
12/2/2014 3:36 PM	Water Heater	Unit not heating water	WATER HEATER:NO HOT WATER
11/26/2014 6:37 PM	Water Heater	Unit not heating water	
12/27/2014 6:44 PM	Water Heater	Unit not heating water	WATER HEATER NOT HEATING WATER
12/28/2014 9:52 PM	Water Heater	Unit not heating water	they aren't getting any hot water, they get alittle when they first turn on the water but then none for the rest of the day (b) (6), (b) (7)
12/29/2014 6:08 PM	Water Heater	Unit not heating water	**ADD ON**WATER HEATER NOT HEATING WATER
12/30/2014 5:30 PM	Water Heater	Unit not heating water	this is a continuous issue with their water heater not heating the water
11/29/2014 2:33 PM	Water Heater	Unit not heating water	Solar in water heater not working was set to electrical water still not getting hot. cc mcb (b) (6), (b) (7)

11/30/2014 1:45 PM	Water Heater	Unit not heating water	water is not getting hot, just had a tech out today and still no hot water, pls call (b) (6), (b) cc/sgm
12/1/2014 7:01 PM	Water Heater	Unit not heating water	NO HOT WTR U/S
12/2/2014 6:16 PM	Water Heater	Unit not heating water	Caller says ■■■ has no hot water again. CC-SGE Contact (b) (6), ■■■ (b) (7)(C)
1/27/2015 1:54 AM	Water Heater	Unit not heating water	
1/22/2015 2:11 PM	Water Heater	Other:	hot water not hot enough
1/31/2015 10:18 AM	Water Heater	Unit not heating water	No hot water. Phone (b) (6), (b) (7) CC JLY
1/31/2015 10:08 AM	Water Heater	Unit not heating water	call before arriving, ■■■ stated that her water is not heating up ■■■ is needing someone to come out as soon as possible to fix this matter. (b) (6), (b) (7) cc/sss
12/13/2014 9:30 AM	Windows & Screens	Other:	D/S BTHRM WINDOW UNABLE TO CLOSE. MR STATED SOMETHING FELL OUT
1/26/2015 2:16 PM	Windows & Screens	Other:	*REPLACE D/S BATH WINDOW SASHES* D/S BTHRM WINDOW UNABLE TO CLOSE. ■■■ STATED SOMETHING FELL OUT
1/5/2015 10:47 AM	Windows & Screens	Window will not close	D/S BATH WNDW NOT CLOSING
12/2/2014 3:06 PM	Air Conditioning	AC Not cooling-HAWAII only	**PTE**The a/c does not seem to be cooling the home. When the a/c is on you can hear a sound coming from the interior unit. The exterior fan still spins when on, but not cooling home.
12/4/2014 4:11 PM	Air Conditioning	Other:	CHK DEHUMID
12/4/2014 4:11 PM	Air Conditioning	Other:	AC CLEANING/PM

12/6/2014 11:58 AM	Alarm - Smoke	Malfunctioning	constant beeping cc bga (b) (6), (b)
1/18/2015 7:44 PM	Alarm - Smoke	Malfunctioning	█ states that it keeps going off every five minutes. CC SFJ (b) (6), (b)
1/13/2015 8:58 AM	Alarm - Smoke	Other:	R/R SMOKE AIARMS IN THE HOUSE
1/6/2015 9:03 AM	Air Conditioning	AC Not cooling-HAWAII only	REPLACE AC FILTER
1/26/2015 12:23 PM	Air Conditioning	AC Not cooling-HAWAII only	█ says a/c not working; the inside of █ home is 84 degrees. CC DLC (b) (6), (b)
11/21/2014 12:22 PM	Air Conditioning	Other:	CHANGE AC FILTER
12/13/2014 10:26 AM	Doors	Door requires repair / replacement	replace weatherstripping
1/29/2015 3:05 PM	Doors	Door requires repair / replacement	RPL WEATHERSTRIP
1/30/2015 3:21 PM	Doors	Door requires repair / replacement	SLDNG GLSS DR GLASS PANE MISSING HOLE
1/30/2015 3:20 PM	Doors	Inspect doors	SCRN DR NOT SITTIN IN TRACK CORRECT
11/5/2014 5:20 PM	6590 A Shimabukuro PI (6590ASHI)	Inspection-Mold scope	MOLD SCOPE IN BDROOM AND BLACK MOLD IN LAUNDRY ROOM
12/12/2014 2:36 PM	6590 A Shimabukuro PI (6590ASHI)	Inspection-Mold scope	MOLD SCOPE
12/5/2014 5:00 PM	6590 A Shimabukuro PI (6590ASHI)	Other:	LEAK SEARCH AND SECURE
12/6/2014 6:44 AM	6590 A Shimabukuro PI (6590ASHI)	Other:	LEAK SEARCH AND SECURE
12/5/2014 5:04 PM	6590 A Shimabukuro PI (6590ASHI)	Other:	LEAK SEARCH AND SECURE

12/13/2014 10:16 AM	Air Conditioning	AC Not cooling-HAWAII only	A/C NOT COOLING
11/5/2014 11:00 AM	Air Conditioning	Other:	AC LEAKING IN LAUNDRY RM
11/24/2014 5:45 PM	Air Conditioning	Water leaking from unit-interior of home	A/C LEAKING
1/8/2015 12:30 PM	Air Conditioning	Other:	AC NOT BLOWING AS HARD AND IT DOESN'T BLOW COOL AIR FEELS MUGGY
11/22/2014 3:11 PM	Air Conditioning	Replace filter	A/C FILTER
1/8/2015 1:02 PM	Air Conditioning	Replace filter	REPLACE AC FILTER
1/16/2015 11:09 AM	Air Conditioning	AC Not cooling-HAWAII only	a/c not cooling
1/22/2015 9:33 AM	Air Conditioning	AC Not cooling-HAWAII only	
1/28/2015 12:59 PM	Air Conditioning	AC Not cooling-HAWAII only	the unit was shut off because clr states that the ■ smelled a burning smell (b) (6), (b) (7) cc:ccj
1/2/2015 11:33 AM	Air Conditioning	Other:	AC NOT WORKING
11/18/2014 2:10 PM	Cabinets	Cabinet falling apart	resident called in and stated that the cabinet in the kitchen looks as if it's going to fall down due to the water damage.
12/23/2014 5:52 PM	Cabinets	Drawer broken	They never got the shelf for the kitchen cabinet between the lazy susan. (b) (6), (b) (7) :CCALM.
11/18/2014 2:10 PM	Cabinets	Other:	resident called in and stated that there is a shelf missing underneath one of ■ cabinets
1/8/2015 1:26 PM	Garage Door / Opener	Inspect garage door opener	The door does not always work. They have to play with it. cc jes (b) (6), (b) (7)
11/17/2014 9:31 AM	Garage Door / Opener	Other:	GARAGE DOOR NOT CLOSING PROPERLY
12/6/2014 11:38 AM	Garage Door / Opener	Remote control not working	tenant stated garage remote has stopped working.cc sst (b) (6), (b) (7)

11/19/2014 4:39 PM	Landscaping	Tree Trimming	PLANT IN BACK OF HOUSE GROWING INTO HVAC UNIT PLS CUT AND TRIM IT BCK
11/19/2014 4:39 PM	Landscaping	Tree Trimming	CUT THE BUSH BY THE AC UNIT IN THE BACK
11/19/2014 4:39 PM	Landscaping	Tree Trimming	CUT THE BUSH BY THE AC UNIT IN THE BACK
1/8/2015 2:36 PM	Refrigerator	Install new unit	replace refrigerator
1/2/2015 12:49 PM	Refrigerator	Other:	resident called in to report that ■■■ refrigerator is freezing all her food and s ■■■ doesn't know how to re set it
1/16/2015 11:30 AM	Refrigerator	Other:	BUTTER DR COVER AND FREEZER SHELF BAR MISSING
11/13/2014 2:30 PM	Sink	Other:	**SEE ATTACH**Clr says that she has a pipe that is leaking water from the wall that it is in between the bathroom and the pantry. Clr says that ■■■ has turned off the water and needs someone to come out and see what the issue is and fix it. (b) (6), (b) ■■■
11/19/2014 7:01 PM	Sink	Other:	ACE KITCHEN SINK**KITCHEN SINK LEAKING AVTIVELY
12/23/2014 1:01 PM	Sink	Other:	replace kitchen sink bracket that holds kitchen sink
12/10/2014 3:13 PM	Sink	Other:	REPAIR LEAKING BTHRM SINK
12/16/2014 3:35 PM	Sink	Other:	MSTR BTHRM SINK STILL LEAKING ON THE BOTTOM
12/23/2014 1:28 PM	Sink	Other:	THERE WAS A LEAK PREVIOUSLY AT THE BTM OF TEH CAIBENT WATER WAS SEEPING INTO THE GAP AND IT SMELLSY REALLY BAD SCOPE AND REPAIR
11/25/2014 5:56 PM	Toilets	Toilet runs continuously	Ever since we moved in, about every 5-10 min the toilet runs and makes a high pitch sound afterwards.
12/24/2014 3:52 PM	Toilets	Toilet runs continuously	toilet runs about every 5 min
1/5/2015 3:32 PM	Toilets	Toilet runs continuously	same toilet as last time is running about every 5-10 min on and off again.. i requested this about a week ago and the plumber never showed up

1/9/2015 3:18 PM	Toilets	Other:	D/S TLT RUNS
12/8/2014 12:09 PM	Toilets	Toilet clogged / overflowing	tenant states that down stairs toilet is backing up when flushed cc sst (b) (6), (b)
12/18/2014 10:30 AM	Toilets	Toilet will not flush	Caller says this toilet will not flush and is also running continuously, very loudly. ■ had someone out to fix this not long ago and it is still messed up. CC LKG (b) (6), (b)
1/27/2015 8:00 PM	Toilets	Other:	ALL 3 TOILETS ARE OVERFLOWING RES SHUT OFF VALVE
1/27/2015 3:55 PM	Toilets	Toilet clogged / overflowing	Caller reports that a clorox tablet that is intended to go inside the toilet tank was deposited in the toilet bowl by mistake. Caller has cleaned up all water, plunged the toilet but needs maintenance to come out because the toilet water line is at top of bowl, and he had to shut water off, ■ needs line snaked. (b) (6), (b) CC/WDG
1/28/2015 2:30 PM	Toilets	Toilet clogged / overflowing	D/S TLT OVERFLOWING
12/8/2014 3:54 PM	Windows & Screens	Blinds are broken / missing	REPAIR SEVERAL BLINDS
12/29/2014 4:17 PM	Windows & Screens	Blinds are broken / missing	REPAIR SEVERAL BLINDS
12/8/2014 3:55 PM	Windows & Screens	Other:	BAY WINDOW SEAT
11/13/2014 12:53 PM	Air Conditioning	Air Conditioner requires cleaning	The a/c drain is clogged Nicole; (b) (6), (b) cc JLS
12/10/2014 1:43 PM	Air Conditioning	Other:	DRAIN CLOGGED C/O FILTER
11/13/2014 12:52 PM	Air Conditioning	Replace filter	Needs filter replaced. 8083976332 cc JLS
1/26/2015 12:02 PM	Air Conditioning	Replace filter	

12/2/2014 11:08 AM	Air Conditioning	AC Not cooling-HAWAII only	AC NOT COOLING
12/15/2014 4:00 PM	Air Conditioning	AC Not cooling-HAWAII only	Clr a/c is still not cooling. Phone (b) (6), (b) CC JLY
1/2/2015 10:29 AM	Air Conditioning	AC Not cooling-HAWAII only	Clr states that the a/c is not working properly. CC IXM (b) (6), (b)
1/27/2015 5:15 PM	Air Conditioning	Other:	WHEN RES SWITCH OUT AC FILTERS HE FOUND A BLUE BUILD UP TINT ON THE INSIDE AND OUTSIDE
1/21/2015 3:02 PM	Air Conditioning	AC Not cooling-HAWAII only	A/C INOP
1/27/2015 5:26 PM	Air Conditioning	AC Not cooling-HAWAII only	A/C NOT COOLING
1/30/2015 5:47 PM	Air Conditioning	AC Not cooling-HAWAII only	says no one has shown up to fix her a/c. has been waiting and has even seen them over at neighbors' whom stated that they never put in for service. Her home is very uncomfortable, and would like this fixed immediately. CC DLC (b) (6), (b)
12/9/2014 12:55 PM	Doors	Door requires repair / replacement	Caller want's the back screen door replaced said it can not be fixed. (b) (6), (b) ccdjm
12/17/2014 2:42 PM	Doors	Door won't latch or lock	The back glass door will not lock. cc: tle (b) (6), (b)
1/2/2015 4:00 PM	Doors	Other:	REPAIR EXTERIOR DOOR WHERE AC UNIT IS LOCATED
12/18/2014 2:39 PM	Dryer	Other:	DRYER NOT WORKING PROPERLY
12/18/2014 2:45 PM	Dryer	Other:	DRYER NOT WORKING PROPERLY
12/23/2014 11:02 AM	Dryer	Other:	DRYER NOT WORKING PROPERLY

12/11/2014 3:00 PM	Air Conditioning	AC Not cooling-HAWAII only	**REPLACE INDOOR COIL** AC isn't cooling. Unit & HVAC system fans are not running. Has currently been at least 12 hours since we noticed the AC wasn't running. We've checked the unit inside & out, the breakers, & filter.
12/17/2014 3:00 PM	Air Conditioning	AC Not cooling-HAWAII only	AC NOT COOLING
1/14/2015 10:33 AM	Air Conditioning	AC Not cooling-HAWAII only	AC NOT COOLING
11/26/2014 2:55 PM	Dryer	Other:	stops constantly have to restart
12/17/2014 10:30 AM	Dryer	Other:	resident called in to report that [REDACTED] dryer is INOP and [REDACTED] can't use it at all
1/6/2015 9:59 AM	Dryer	Other:	REPAIR GARAGE DOOR ELECTRONICALLY
11/13/2014 3:54 PM	Garage Door / Opener	Other:	SCOPE GARAGE DOOR. UNABLE TO CLOSE ELECTRONICALLY
12/22/2014 5:24 PM	Garage Door / Opener	Other:	inop sensors been fixed
1/8/2015 3:30 PM	Garage Door / Opener	Other:	THE GARAGE DOOR IS NOT WORKING PROPERLY
11/14/2014 3:43 PM	Garage Door / Opener	Other:	GRG DR SENSORS CAME OFF DR WILL NOT CLOSE
1/23/2015 4:42 PM	Garage Door / Opener	Other:	Caller stated the garage door does not open and close properly. CC JMM (b) (6), (b)
1/23/2015 4:42 PM	Garage Door / Opener	Other:	door stopper is broken CC JMM (b) (6), (b)
12/8/2014 3:20 PM	Pest Control	Other:	SEAL PEST ENTRY POINTS IN HOME
12/16/2014 9:34 AM	Pest Control	Other:	resident called in to report that one of the traps went off
11/21/2014 2:26 PM	Pest Control	Rats/mice/other rodents observed/suspected	MICE IN GRG
1/23/2015 6:04 PM	Pest Control	Rats/mice/other rodents observed/suspected	**ADD ON** PICK UP TRAP IN ATTIC

1/9/2015 2:53 PM	Pest Control	Ants/spiders/other insects observed	resident called in to report that there are ants around his home
1/8/2015 3:51 PM	Pest Control	Other:	pick up 6 rats and reset traps
1/9/2015 2:53 PM	Pest Control	Rats/mice/other rodents observed/suspected	resident called in to report that there are mice observed inside the home.
11/1/2014 2:14 PM	Air Conditioning	AC Not cooling-HAWAII only	A/C NOT KICKING ON
11/21/2014 11:26 AM	Air Conditioning	AC Not cooling-HAWAII only	Resident called in to report that this is the third time we are coming out to service [REDACTED] A/C. [REDACTED] said the last time we re-wired some things and now the fan only blows but the A/C doesn't work. [REDACTED] really needs this issue taken care of ASAP.
11/6/2014 12:33 PM	Air Conditioning	Other:	AC NOT WORKING
11/14/2014 5:39 PM	Alarm - Smoke	Going Off	smoke alarms going off
11/15/2014 10:17 AM	Alarm - Smoke	Malfunctioning	alarms removed because they keep going off
11/14/2014 4:50 PM	Alarm - Smoke	Other:	SMOKE ALARMS GOING OFF
1/6/2015 3:28 PM	Alarm - Smoke	Going Off	again. Pls replace smoke alarm this time.
11/24/2014 3:48 PM	Alarm - Smoke	Inspect alarm	Clr says that the batteries need to be changed at the location for the alarms. (b) (6), (b) (7)(C)
1/8/2015 5:55 PM	Alarm - Smoke	Inspect alarm	SMOKE ALARM INOP
1/13/2015 12:00 PM	Garage Door / Opener	Door won't open	Caller states that her garage door won't open nor close, because it's missing a screw. They did put a temporary one, but it came off. ccmqh (b) (6), (b) (7)(C)

12/7/2014 3:01 PM	Garage Door / Opener	Other:	Caller says the garage door will not close. All of her belongings are in [REDACTED] garage and also [REDACTED] is deployed so s [REDACTED] would like it closed so [REDACTED] and her property are safe. Emergency per caller. CC LKG (b) (6),
1/20/2015 3:59 PM	Garage Door / Opener	Other:	GRG DR WONT CLOSE
1/8/2015 11:44 AM	Garage Door / Opener	Remote control not working	GRG DR REMOTE INOP
12/30/2014 9:39 AM	Pest Control	Rats/mice/other rodents observed/suspected	POSSIBLE RODENTS IN KITCHEN
1/2/2015 8:15 AM	Pest Control	Rats/mice/other rodents observed/suspected	POSSIBLE RODENTS IN KITCHEN
12/30/2014 2:14 PM	Pest Control	Rats/mice/other rodents observed/suspected	COVER UP ENTRY POINT LOCATED UNDER KITCHEN CABIENT
1/30/2015 8:47 AM	Pest Control	Rats/mice/other rodents observed/suspected	RODENTS IN KITCHEN
12/30/2014 3:43 PM	Toilets	Other:	REPLACE DWNSTRS TOILET PAPER HOLDER
11/20/2014 9:30 PM	Toilets	Toilet leaking around base	Clr states that both toilets are leaking around the base. CC IXM (b) (6), (b) (6)
11/6/2014 10:47 AM	Toilets	Toilet runs continuously	All trhee toilets running constantly. (b) (6), (b) (6) ccdjm
12/2/2014 10:09 AM	Windows & Screens	Blinds are broken / missing	My blinds and screen need replaced from the strong winds recently they are falling apart, I've already taken two of them down
12/2/2014 10:10 AM	Windows & Screens	Blinds are broken / missing	screen replacement
12/30/2014 4:20 PM	Windows & Screens	Blinds are broken / missing	Wind broke one blind
12/15/2014 3:16 PM	Windows & Screens	Blinds are broken / missing	VBLINDS INOP
12/15/2014 3:16 PM	Windows & Screens	Blinds are broken / missing	SLATS MISSING IN DNGRM
12/15/2014 3:16 PM	Windows & Screens	Blinds are broken / missing	HEAD RAIL MISSING

[illegible]

REPEAT SERVICE CALLS FOR RESIDENT - 6 or more service orders completed in January

Neighborhood Name	WO Address	WO #	Priority
Hawaii Loa	Distinct Count of Addresses:	1	
	Distinct Count of WOs by Unit:	6	
	(b) (6), (b) (7)(C)	HALO6229	Routine/PM
	(b) (6), (b) (7)(C)	HALO6230	Routine/PM
	(b) (6), (b) (7)(C)	HALO6232	Routine/PM
	(b) (6), (b) (7)(C)	HALO6233	Routine/PM
	(b) (6), (b) (7)(C)	HALO6271	Routine/PM
	(b) (6), (b) (7)(C)	HALO6286	Routine/PM
Heleloa	Distinct Count of Addresses:	1	
	Distinct Count of WOs by Unit:	8	
	(b) (6), (b) (7)(C)	HELE4006	Routine/PM
	(b) (6), (b) (7)(C)	HELE4007	Routine/PM
	(b) (6), (b) (7)(C)	HELE4008	Routine/PM
	(b) (6), (b) (7)(C)	HELE4009	Routine/PM
	(b) (6), (b) (7)(C)	HELE4035	Routine/PM
	(b) (6), (b) (7)(C)	HELE4051	Routine/PM
	(b) (6), (b) (7)(C)	HELE4058	Emergency
	(b) (6), (b) (7)(C)	HELE4061	Routine/PM
Kaluapuni	Distinct Count of Addresses:	1	
	Distinct Count of WOs by Unit:	6	
	(b) (6), (b) (7)(C)	KALU4638	Routine/PM
	(b) (6), (b) (7)(C)	KALU4643	Routine/PM

	(b) (6), (b) (7)(C)	KALU4659	Routine/PM
	(b) (6), (b) (7)(C)	KALU4712	Routine/PM
	(b) (6), (b) (7)(C)	KALU4724	Routine/PM
	(b) (6), (b) (7)(C)	KALU4725	Routine/PM
Manana USMC	Distinct Count of Addresses:	4	
	Distinct Count of WOs by Unit:	9	
	(b) (6), (b) (7)(C)	MAMC5935	Routine/PM
	(b) (6), (b) (7)(C)	MAMC5936	Routine/PM
	(b) (6), (b) (7)(C)	MAMC5937	Routine/PM
	(b) (6), (b) (7)(C)	MAMC5938	Routine/PM
	(b) (6), (b) (7)(C)	MAMC5939	Routine/PM
	(b) (6), (b) (7)(C)	MAMC5940	Routine/PM
	(b) (6), (b) (7)(C)	MAMC5941	Routine/PM
	(b) (6), (b) (7)(C)	MAMC5942	Emergency
	(b) (6), (b) (7)(C)	MAMC6018	Routine/PM
	Distinct Count of WOs by Unit:	12	
	(b) (6), (b) (7)(C)	MAMC5682	Routine/PM
	(b) (6), (b) (7)(C)	MAMC5683	Routine/PM
	(b) (6), (b) (7)(C)	MAMC5888	Routine/PM

(b) (6), (b) (7)(C)	MAMC5889	Routine/PM
(b) (6), (b) (7)(C)	MAMC5890	Routine/PM
(b) (6), (b) (7)(C)	MAMC5891	Routine/PM
(b) (6), (b) (7)(C)	MAMC5899	Routine/PM
(b) (6), (b) (7)(C)	MAMC5958	Routine/PM
(b) (6), (b) (7)(C)	MAMC5959	Routine/PM
(b) (6), (b) (7)(C)	MAMC5960	Routine/PM
(b) (6), (b) (7)(C)	MAMC5961	Routine/PM
(b) (6), (b) (7)(C)	MAMC6033	Urgent
Distinct Count of WOs by Unit: 6		
(b) (6), (b) (7)(C)	MAMC5624	Routine/PM
(b) (6), (b) (7)(C)	MAMC5922	Routine/PM
(b) (6), (b) (7)(C)	MAMC5923	Routine/PM
(b) (6), (b) (7)(C)	MAMC5924	Routine/PM
(b) (6), (b) (7)(C)	MAMC5925	Routine/PM
(b) (6), (b) (7)(C)	MAMC5926	Routine/PM
Distinct Count of WOs by Unit: 9		
(b) (6), (b) (7)(C)	MAMC5691	Routine/PM
(b) (6), (b) (7)(C)	MAMC5692	Routine/PM
(b) (6), (b) (7)(C)	MAMC5693	Routine/PM
(b) (6), (b) (7)(C)	MAMC5694	Routine/PM
(b) (6), (b) (7)(C)	MAMC5881	Routine/PM
(b) (6), (b) (7)(C)	MAMC5882	Routine/PM
(b) (6), (b) (7)(C)	MAMC5884	Routine/PM

	(b) (6), (b) (7)(C)	MAMC5885	Routine/PM
	(b) (6), (b) (7)(C)	MAMC5886	Routine/PM
Mololani (Capehart)	Distinct Count of Addresses:	7	
	Distinct Count of WOs by Unit:	6	
	(b) (6), (b) (7)(C)	MOLO0039	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0040	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0041	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0043	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0257	Emergency
	(b) (6), (b) (7)(C)	MOLO0432	Routine/PM
	Distinct Count of WOs by Unit:	7	
	(b) (6), (b) (7)(C)	MOLO0278	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0281	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0282	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0312	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0429	Routine/PM

	(b) (6), (b) (7)(C)	MOLO0438	Urgent
	(b) (6), (b) (7)(C)	MOLO9966	Urgent
	Distinct Count of WOs by Unit:	6	
	(b) (6), (b) (7)(C)	MOLO9123	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9124	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9125	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9126	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9964	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9965	Routine/PM
	Distinct Count of WOs by Unit:	6	
	(b) (6), (b) (7)(C)	MOLO0221	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0433	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9187	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9188	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9189	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9190	Routine/PM
	Distinct Count of WOs by Unit:	6	
	(b) (6), (b) (7)(C)	MOLO0234	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0245	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0318	Routine/PM

	(b) (6), (b) (7)(C)	MOLO0319	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9907	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9908	Routine/PM
	Distinct Count of WOs by Unit:	6	
	(b) (6), (b) (7)(C)	MOLO0015	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0135	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0186	Routine/PM
	(b) (6), (b) (7)(C)	MOLO0408	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9154	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9158	Routine/PM
	Distinct Count of WOs by Unit:	6	
	(b) (6), (b) (7)(C)	MOLO0073	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9917	Emergency
	(b) (6), (b) (7)(C)	MOLO9920	Emergency
	(b) (6), (b) (7)(C)	MOLO9922	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9923	Routine/PM
	(b) (6), (b) (7)(C)	MOLO9983	Routine/PM
Mololani II	Distinct Count of Addresses:	2	
	Distinct Count of WOs by Unit:	10	

	(b) (6), (b) (7)(C)	MOL22381	Routine/PM
	(b) (6), (b) (7)(C)	MOL22382	Routine/PM
	(b) (6), (b) (7)(C)	MOL22383	Emergency
	(b) (6), (b) (7)(C)	MOL22384	Routine/PM
	(b) (6), (b) (7)(C)	MOL22385	Routine/PM
	(b) (6), (b) (7)(C)	MOL22386	Routine/PM
	(b) (6), (b) (7)(C)	MOL22387	Routine/PM
	(b) (6), (b) (7)(C)	MOL22403	Routine/PM
	(b) (6), (b) (7)(C)	MOL22408	Routine/PM
	(b) (6), (b) (7)(C)	MOL22415	Routine/PM
	Distinct Count of WOs by Unit:	6	
	(b) (6), (b) (7)(C)	MOL22388	Routine/PM
	(b) (6), (b) (7)(C)	MOL22389	Routine/PM
	(b) (6), (b) (7)(C)	MOL22390	Routine/PM
	(b) (6), (b) (7)(C)	MOL22391	Routine/PM
	(b) (6), (b) (7)(C)	MOL22392	Routine/PM
	(b) (6), (b) (7)(C)	MOL22393	Routine/PM
Nani Ulupau	Distinct Count of Addresses:	1	
	Distinct Count of WOs by Unit:	10	
	(b) (6), (b) (7)(C)	NAUL4756	Routine/PM
	(b) (6), (b) (7)(C)	NAUL4757	Routine/PM
	(b) (6), (b) (7)(C)	NAUL4760	Routine/PM
	(b) (6), (b) (7)(C)	NAUL4777	Routine/PM
	(b) (6), (b) (7)(C)	NAUL4778	Routine/PM
	(b) (6), (b) (7)(C)	NAUL4779	Routine/PM

	(b) (6), (b) (7)(C)	NAUL4780	Routine/PM
	(b) (6), (b) (7)(C)	NAUL4781	Routine/PM
	(b) (6), (b) (7)(C)	NAUL4782	Routine/PM
	(b) (6), (b) (7)(C)	NAUL4783	Routine/PM
Pa Honua	Distinct Count of Addresses:	3	
	Distinct Count of WOs by Unit:	7	
	(b) (6), (b) (7)(C)	PAHO2570	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2575	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2576	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2577	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2578	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2646	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2693	Routine/PM
	Distinct Count of WOs by Unit:	9	
	(b) (6), (b) (7)(C)	PAHO2293	Urgent
	(b) (6), (b) (7)(C)	PAHO2540	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2549	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2579	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2580	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2581	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2582	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2668	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2670	Routine/PM

	Distinct Count of WOs by Unit:	7	
	(b) (6), (b) (7)(C)	PAHO2590	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2591	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2636	Emergency
	(b) (6), (b) (7)(C)	PAHO2702	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2703	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2716	Routine/PM
	(b) (6), (b) (7)(C)	PAHO2721	Routine/PM
	Distinct Count of WOs by Unit:	6	
	(b) (6), (b) (7)(C)	PAH41389	Routine/PM
	(b) (6), (b) (7)(C)	PAH41390	Routine/PM
	(b) (6), (b) (7)(C)	PAH41391	Routine/PM
	(b) (6), (b) (7)(C)	PAH41392	Routine/PM
	(b) (6), (b) (7)(C)	PAH41393	Routine/PM
	(b) (6), (b) (7)(C)	PAH41394	Routine/PM
Ulupa'u IV	Distinct Count of Addresses:	1	
	Distinct Count of WOs by Unit:	6	
	(b) (6), (b) (7)(C)	ULU49472	Routine/PM
	(b) (6), (b) (7)(C)	ULU49473	Routine/PM
	(b) (6), (b) (7)(C)	ULU49474	Routine/PM
	(b) (6), (b) (7)(C)	ULU49475	Routine/PM
	(b) (6), (b) (7)(C)	ULU49481	Routine/PM
	(b) (6), (b) (7)(C)	ULU49482	Routine/PM

Waikulu	Distinct Count of Addresses:	4	
	Distinct Count of WOs by Unit:	7	
	(b) (6), (b) (7)(C)	WAIK0385	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0386	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0387	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0388	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0389	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0390	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0391	Routine/PM
	Distinct Count of WOs by Unit:	8	
	(b) (6), (b) (7)(C)	WAIK9884	Routine/PM
	(b) (6), (b) (7)(C)	WAIK9885	Routine/PM
	(b) (6), (b) (7)(C)	WAIK9886	Routine/PM
	(b) (6), (b) (7)(C)	WAIK9887	Routine/PM
	(b) (6), (b) (7)(C)	WAIK9888	Routine/PM
	(b) (6), (b) (7)(C)	WAIK9889	Routine/PM
	(b) (6), (b) (7)(C)	WAIK9890	Routine/PM
	(b) (6), (b) (7)(C)	WAIK9891	Routine/PM
	Distinct Count of WOs by Unit:	6	
	(b) (6), (b) (7)(C)	WAIK0265	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0298	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0304	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0339	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0432	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0474	Routine/PM

	Distinct Count of WOs by Unit:	12	
	(b) (6), (b) (7)(C)	WAIK0271	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0272	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0273	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0274	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0275	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0276	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0278	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0279	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0281	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0282	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0368	Routine/PM
	(b) (6), (b) (7)(C)	WAIK0422	Routine/PM

Work Description	Date/Time Completed	Item Asset	Item Task
Fencing / Gates:Fencing damaged:The bottom corner of the fence on our lanai, closest to the playground, is broken and was noted during the move-in inspection. Can we please have this repaired	1/14/2015 11:47 AM	Fencing / Gates	Fencing damaged
Exhaust Fan / Vent:Other:: Fan in upstairs master bathroom is coming loose from the	1/14/2015 10:47 AM	Exhaust Fan / Vent	Other:
Toilets: Toilet runs continuously: Toilet in downstairs bathroom runs for an extremely long time after flushing	1/14/2015 11:48 AM	Toilets	Toilet runs continuously
Countertop: Countertop requires repair / replacement: Counter top is coming apart on the end next to the dishwasher.	1/14/2015 11:52 AM	Countertop	Countertop requires repair / replacement
Toilets: Toilet clogged / overflowing: Upstairs hall bathroom toilet is clogged.	1/15/2015 4:56 PM	Toilets	Toilet clogged / overflowing
Sink: Sink drain / pop-up requires repair: Sink drain/pop-up in both upstairs bathrooms need repair	1/23/2015 10:34 AM	Sink	Sink drain / pop-up requires repair
Dryer: Other:: DRYER BELT NOT WORKING	1/6/2015 3:09 PM	Dryer	Other:
Washing Machine: Other:: W/M LEAKS WHEN IN USE	1/6/2015 3:10 PM	Washing Machine	Other:
Windows & Screens: Other:: R/R BROKEN WINDOW IN LAUNDRY RM	1/7/2015 3:54 PM	Windows & Screens	Other:
(b) (6), (b) (7)(C) Other:: SCOPE AND REPLACE CAP OFR DRAIN PIPE IN THE YARD. MOWER RAN OVER THE CAP	1/6/2015 6:51 PM	573 Yarnell Rd (0573YARN)	Other:
Air Conditioning: Replace filter: it is past time to change the filter on her a/c (b) (6), (b) (7)(C) would like this added to her previous WO #	1/8/2015 11:05 AM	Air Conditioning	Replace filter
Pest Control: Other:: WASP NEST BY TRASH ENCLOSURE	1/15/2015 2:18 PM	Pest Control	Other:
Toilets: Toilet clogged / overflowing: toilet clogged (b) (6), (b) (7)(C)	1/19/2015 7:52 PM	Toilets	Toilet clogged / overflowing
Toilets: Toilet will not flush: INOP	1/27/2015 9:44 AM	Toilets	Toilet will not flush
Tub / Shower: Tub / shower requires caulking: Caulking is coming off and mold is growing behind what is left. Happening in both tubs	1/5/2015 10:55 AM	Tub / Shower	Tub / shower requires caulking
Doors: Other:: Maintenance done on 12/16/14 to repair weatherstripping (reference WO KALU4628).	1/5/2015 10:56 AM	Doors	Other:

Doors: Door requires repair / replacement: The back door from living room to lanai needs further work - lots of water on the floor around the door this morning after the rain.	1/5/2015 10:56 AM	Doors	Door requires repair / replacement
(b) (6), (b) (7)(C) [REDACTED] aulk redone on Monday, 5 JAN. We were told the caulk would need about a day to dry. However, it has now been four days and the caulk is still wet and tacky. We need to be able to use this shower again soon, but are waiting for the caulk to set. When will it dry?	1/14/2015 9:02 AM	2435 Pond Rd (2435POND)	Other:
Lighting: Bulb requires replacement: Recessed light over bar in kitchen is burned out. We cannot access the light itself - need assistance to remove/reinstall the bulb due to the casing around the light.	1/23/2015 11:12 AM	Lighting	Bulb requires replacement
Tub / Shower: Tub / shower requires caulking: Guest bathroom tub needs to be recaulked. Please note that the master bath tub also needed this, and had to be done twice. Per maintenance tech, the first time it was done was with oil-based caulk, which never dried. [REDACTED] recommends using only latex-based caulk to ensure it dries and sets properly.	1/23/2015 11:13 AM	Tub / Shower	Tub / shower requires caulking
Doors: Door requires repair / replacement: FRONT DOOR SCRATCHED BY DOG	1/27/2015 3:24 PM	Doors	Door requires repair / replacement
Stairs: Handrails require repair: BANISTER & STAIRS SCRATCHED BY DOG	1/27/2015 3:24 PM	Stairs	Handrails require repair
Windows & Screens: Blinds are broken / missing: BLINDS IN U/S BEDROOMS FELL DOWN	1/27/2015 2:28 PM	Windows & Screens	Blinds are broken / missing
Air Conditioning: Replace filter: REPLACE A/C FILTERS	1/22/2015 3:02 PM	Air Conditioning	Replace filter
Tub / Shower: Tub / shower requires caulking: RECAULK BOTH TUBS	1/23/2015 7:28 AM	Tub / Shower	Tub / shower requires caulking
Microwave: Other: : PLASTIC PART FELL OF FROM MICROWAVE	1/22/2015 3:02 PM	Microwave	Other:
Outlets: Outlet not working: OUTLET IN U/S BEDROOM	1/22/2015 4:36 PM	Outlets	Outlet not working
Alarm - Smoke: Malfunctioning: SMOKE ALARMS STILL CHIRP AFTER BATT REPLACEMENT	1/13/2015 5:57 PM	Alarm - Smoke	Malfunctioning
Tub / Shower: Tub / shower requires caulking: Clr stated that the tub needs to be recaulked.	1/30/2015 3:49 PM	Tub / Shower	Tub / shower requires caulking
ccrxh			
Closets: Door off track: CLOSET IN ONE BEDROOM DOOR IS OFF-TRACK	1/13/2015 3:44 PM	Closets	Door off track
Lighting: Bulb requires replacement: resident need help take down coil light	1/13/2015 3:45 PM	Lighting	Bulb requires replacement
Windows & Screens: Blinds are broken / missing: CUT BLINDS & INSTALL	1/27/2015 11:24 AM	Windows & Screens	Blinds are broken / missing

Doors: Door won't latch or lock: screen door wont lock	1/13/2015 3:52 PM	Doors	Door won't latch or lock
Cabinets: Door off hinges:	1/13/2015 3:53 PM	Cabinets	Door off hinges
Alarm - Smoke: Other: :rewire three smoke	1/13/2015 4:34 PM	Alarm - Smoke	Other:
Microwave: Microwave won't heat food: *REPLACE* MICROWAVE LOOKS LIKE IT WORKS BUT DONT HEAT FOOD	1/21/2015 11:15 AM	Microwave	Microwave won't heat food
Windows & Screens: Blinds are broken / missing: RPLC BLIND	1/16/2015 3:14 PM	Windows & Screens	Blinds are broken / missing
Doors: Door requires repair / replacement: RPR SCRN DR LOCK	1/16/2015 3:15 PM	Doors	Door requires repair / replacement
Cabinets: Door off hinges: KITCHEN CAB HINGE BROKE	1/16/2015 3:43 PM	Cabinets	Door off hinges
Lighting: Inspect lighting: RMV KTCHN LIGHT COIL STUCK	1/16/2015 3:43 PM	Lighting	Inspect lighting
Sink: Sink leaking: Clr stated that underneath the kitchen sink the pipes are leaking. (b) (6), (b) cc/ss	1/29/2015 2:03 AM	Sink	Sink leaking
Baseboards: Other: : R/R BASEBOARDS IN MSTR BTH AND 2ND BTHRM COMING OFF THE WALL AREA	1/12/2015 2:57 PM	Baseboards	Other:
Garbage Disposal: Inspect unit: **REPLACE** garbage disposal has a small leak	1/23/2015 4:32 PM	Garbage Disposal	Inspect unit
Refrigerator: Drawer Broken: the drawers in the refrigerator is cracked	1/21/2015 4:00 PM	Refrigerator	Drawer Broken
Refrigerator: Drawer Broken: inside of the drawer freezes	1/21/2015 4:00 PM	Refrigerator	Drawer Broken
Windows & Screens: Other: : the kitchen chord on the blinds is broken	1/21/2015 2:40 PM	Windows & Screens	Other:
Doors: Door off hinges: two of the closet doors is off track	1/21/2015 3:33 PM	Doors	Door off hinges
Toilets: Other: : REPAIR TOILET DUE TO WATER SPRAYING FROM TANK	1/2/2015 11:07 AM	Toilets	Other:
Cabinets: Other: : BTHRM SINK CABINET DR COMING OFF	1/13/2015 2:13 PM	Cabinets	Other:
Walls: Other: : R/R 2 TOWEL BAR RACKS IN 2 BTHRM WALL COMING OFF	1/13/2015 2:13 PM	Walls	Other:
Faucet - Kitchen: Other: : R/R KTCHN FAUCET SPRAYER	1/2/2015 11:07 AM	Faucet - Kitchen	Other:
Toilets: Toilet clogged / overflowing: Clr states that she is having an issue with the downstairs toilet, stating that the back part of the toilet is leaking water like a geiser, Clr needs some one to come out ASAP. # (b) (6), (b) CCMAC	1/6/2015 3:18 PM	Toilets	Toilet clogged / overflowing
Windows & Screens: Screen is damaged / missing: Clr states that the screen to one of the windows in [REDACTED] bedroom is damaged and needs to be replaced. (b) (6), (b) CCMAC	1/10/2015 12:25 PM	Windows & Screens	Screen is damaged / missing
Walls: Drywall damaged: SCOPE WATER DAMAGE IN BATHROOM TO WALLS, BASEBOARD, WOOD CABINET	1/12/2015 12:48 PM	Walls	Drywall damaged

Gutters & Downspouts: Gutters / downspouts require repair: SCOPE GUTTERS LEAKING WATER ALL OVER BACK PORCH	1/12/2015 12:50 PM	Gutters & Downspouts	Gutters / downspouts require repair
Windows & Screens: Screen is damaged / missing: UP STAIRS BEDROOM WINDOW SCREEN HAS BROKEN PLASTIC CORNER AND SCREEN WONT STAY IN	1/12/2015 12:44 PM	Windows & Screens	Screen is damaged / missing
Washing Machine: Washing Machine Malfunctioning: *REPLACE* WASHING MACHINE MAKING A REALLY LOUD NOISE ESPECIALLY DURING SPIN CYCLE	1/27/2015 4:00 PM	Washing Machine	Washing Machine Malfunctioning
Dishwasher: Repair / replace rack: REPLACE DISHWASHER RACK	1/16/2015 3:42 PM	Dishwasher	Repair / replace rack
Flooring: Repair/replace LVT flooring: REPLAC BATHRM FLOOR TILES	1/16/2015 3:02 PM	Flooring	Repair/replace LVT flooring
Doors: Door won't close: DR THAT GOES INTO GARAGE HANDLE IS STUCK AND WONT SHUT PROPERLY	1/16/2015 3:01 PM	Doors	Door won't close
Locks & Keys: Entry lock needs to be changed: PUT TEMPORARY DOOR LOCK ON GARAGE DOOR	1/16/2015 9:00 PM	Locks & Keys	Entry lock needs to be changed
Doors: Other: : NEED TO PIN DOOR (REF ATTACHED*)	1/27/2015 8:16 AM	Doors	Other:
Garage Door / Opener: Other: : **PTE** There is a combination of both door not working, light not working, and the remote not working. We try and close the garage door with the remote and it doesn't work sometimes. Sometimes we have to hold the white button inside the garage the whole time in order for the door to close. Sometimes we leave the house with the garage door being closed and then come back home to	1/26/2015 9:51 AM	Garage Door / Opener	Other:
Lighting: Light Cover is missing / broken: **PTE** The light fixture in the backvard is broken. needs to be replaced.	1/26/2015 9:51 AM	Lighting	Light Cover is missing / broken
Doors: Door won't latch or lock: The door going to the back vard does not stay latched.	1/21/2015 9:09 AM	Doors	Door won't latch or lock
Doors: Door won't latch or lock: *PTE* The door that is in the garage that goes out to the backyard does not latch and stay closed. I previously put in a request to have this fixed and told the representative to give the locksmith permission to enter my home since I am working during the day and [REDACTED] failed to attach the permission slip to his email. See log	1/22/2015 9:29 AM	Doors	Door won't latch or lock
Water Heater: Inspect unit: *PTE* MELTED WIRE ON WTR HTR	1/26/2015 5:49 PM	Water Heater	Inspect unit

Water Heater: Unit not heating water: *PTE* The electrician came by yesterday and fixed the box and melting wire however the water is still luke warm. It's not heating up the water like it should be during the specified times. There must be another issue.	1/29/2015 2:01 AM	Water Heater	Unit not heating water
Alarm - Smoke: Other: The batteries need to be replaced on the smoke detectors. They are currently beeping.	1/6/2015 5:54 PM	Alarm - Smoke	Other:
Doors: Other: FRONT SCREEN DOOR HAS A TEAR IN IT	1/2/2015 3:31 PM	Doors	Other:
Doors: Other: FRONT SCREEN DOOR HANDLE IS BROKEN	1/2/2015 3:33 PM	Doors	Other:
Cabinets: Other: cabinet doors don't close properly	1/2/2015 3:34 PM	Cabinets	Other:
Refrigerator: Ice maker not working: ice machine doesn't work properly	1/2/2015 2:04 PM	Refrigerator	Ice maker not working
Stucco, Siding & Masonry: Siding damaged / missing: DUE TO THE STORM, THE SIDING ON THE HOUSE CAME OFF	1/13/2015 3:17 PM	Stucco, Siding & Masonry	Siding damaged / missing
Doors: Door off hinges: closet door is off the	1/13/2015 11:06 AM	Doors	Door off hinges
Air Conditioning: Other: AC NOT COOLING	1/16/2015 3:46 PM	Air Conditioning	Other:
Air Conditioning: AC Not cooling-HAWAII only: resident called in to report that the A/C is not working properly	1/29/2015 1:32 PM	Air Conditioning	AC Not cooling-HAWAII only
Water Heater: Unit not heating water: Caller states water does not get hot for long. They have to wait between showers pls call. (b) (6), (b) (7)(C)	1/2/2015 1:53 PM	Water Heater	Unit not heating water
Shower Head: Shower head is dripping / running: Caller states that the shower head in the master bathroom does not work. When (b) (6), (b) (7)(C) turns it to hot water the water completely stops flowing. (b) (6), (b) (7)(C) cc: cxw	1/2/2015 1:54 PM	Shower Head	Shower head is dripping / running
Tub / Shower: (b) (6), (b) (7)(C) is clogged: Caller states that the tub is not draining correctly in the spare bathroom. (b) (6), (b) (7)(C) cc: cxw	1/2/2015 1:55 PM	Tub / Shower	Tub drain is clogged
Dishwasher: Cabinet / door damaged: Caller states that the dishwasher won't turn on properly because (b) (6), (b) (7)(C) door is hard to close. (b) (6), (b) (7)(C) cc: cxw	1/7/2015 9:00 AM	Dishwasher	Cabinet / door damaged
Exhaust Fan / Vent: Fan not working: The exhaust fan in the upstairs bathroom is not blowing properly. (b) (6), (b) (7)(C) cc: tmn	1/22/2015 4:01 PM	Exhaust Fan / Vent	Fan not working
Water Heater: Other: HOT WATER HEATER TIMER/DIAL IS NOT WORKING	1/22/2015 11:48 AM	Water Heater	Other:
Flooring: Floor structure damaged / requires repair: the flooring by the master bathroom floor is coming up around the tub.	1/27/2015 3:05 PM	Flooring	Floor structure damaged / requires repair

Lighting: Other: : ASSIST RESIDENT IN REMOVING LIGHT FIXTURE SO SHE CAN REPLACE THE BULBS	1/27/2015 3:05 PM	Lighting	Other:
Washing Machine: Other: : W/M MAKING LOUD NOISE WHEN IN USE	1/7/2015 2:28 PM	Washing Machine	Other:
Dryer: Other: : DRYER NOT DRYING CLOTHES	1/7/2015 2:31 PM	Dryer	Other:
Baseboards: Other: : SEAL POSSIBLE PEST ENTRY POINTS	1/15/2015 3:01 PM	Baseboards	Other:
Toilets: Toilet seat damaged / requires repair: Top of toilet seat is broken off. Needs	1/14/2015 9:30 AM	Toilets	Toilet seat damaged / requires repair
Flooring: Tile damaged/needs repair: BTHRM FLR TILES LIFTING	1/15/2015 1:48 PM	Flooring	Tile damaged/needs repair
Bedrooms: Other: : Fire alarm or carbon monoxide alarm in upstairs girls bedroom beeps on/off. Last night it was constantly beeping, but now it's not beeping right now. It normally happens in the middle of the day and all night. Please check soon because the beeping sound all night is	1/27/2015 5:43 PM	Bedrooms	Other:
Bathrooms: Toilet tissue holder loose/needs repair: **PTE** Upstairs hall bathroom toilet tissue holder one side is broken off and needs	1/6/2015 5:27 PM	Bathrooms	Toilet tissue holder loose/needs repair
Flooring: Tile damaged/needs repair: **PTE** Tile in hallway by bathtub coming up by tub. Need to be repaired.	1/6/2015 5:58 PM	Flooring	Tile damaged/needs repair
Fencing / Gates: Fencing damaged: FENCE DMGD FROM FALLEN TREE	1/21/2015 9:43 AM	Fencing / Gates	Fencing damaged
Fencing / Gates: Fencing damaged: The tree fell on the gate and needs it removed. 7608059799 ccixa	1/3/2015 3:20 PM	Fencing / Gates	Fencing damaged
Doors: Other: : Resident says there was a huge storm and a large tree fell in her front yard and it is blocking off the doorway and she can get out of the house. (b) (6), (b) (7) cc: AAP	1/3/2015 2:53 PM	Doors	Other:
Doors: Door requires repair / replacement: Caller states that the lower half of her screen door is falling apart and needs to be repaired. (b) (6), (b) (7) CCMDW	1/9/2015 11:54 AM	Doors	Door requires repair / replacement
Washing Machine: Washing Machine Malfunctioning: Caller states that [REDACTED] washing machine keeps stopping in the middle of the wash cycle and saying lid, but there is never anything wrong with the lid. (b) (6), (b) (7)	1/9/2015 9:43 AM	Washing Machine	Washing Machine Malfunctioning
Fencing / Gates: Fencing damaged: [REDACTED] fell on the fence damaging a section, [REDACTED] needs it repaired asap (b) (6), (b) (7) pci sz	1/9/2015 11:54 AM	Fencing / Gates	Fencing damaged

Sink: Sink clogged: the master bathroom sink is clogged up (b) (6), (b)	1/9/2015 3:18 PM	Sink	Sink clogged
Tub / Shower: Other: :when ever they run water inside the house from any fixture there is an odd whistle or roaring sound	1/12/2015 2:31 PM	Tub / Shower	Other:
Alarm - Smoke: Malfunctioning: there is an odd beep coming from the alarm, it is not sounding and it is not the battery reminder, it is an odd intermittant beep (b) (6), (b)	1/7/2015 4:22 PM	Alarm - Smoke	Malfunctioning
Windows & Screens: Blinds are broken / missing: the vertical blinds are missing some pieces and need repairs	1/12/2015 2:32 PM	Windows & Screens	Blinds are broken / missing
Garage Door / Opener: Lubricate / service hardware: one of the roller wheels fell off, (b) (6), (b)	1/12/2015 2:32 PM	Garage Door / Opener	Lubricate / service hardware
Doors: Other: : the weatherstripping is cracked, (b) (6), (b) would like it sealed because ants are coming in from the crack (b) (6), (b)	1/21/2015 2:13 PM	Doors	Other:
Sink: Other: : SCREECHING SOUND IN PIPES WHENEVER WATER IS USED	1/9/2015 3:18 PM	Sink	Other:
Dishwasher: Unit won't drain: DISHWASHER WON'T DRAIN/ MOLD ON THE BOTTOM	1/21/2015 4:55 PM	Dishwasher	Unit won't drain
Tub / Shower: Tub / shower requires caulking: The tub is beginning to mold. (b) (6), (b) is needing it to be caulked.	1/28/2015 1:52 PM	Tub / Shower	Tub / shower requires caulking
Solar Panel: Other: : (b) (6), (b) states that the solar panel is not shutting off when it is supposed to. (b) (6), (b) wants to get that repaired.	1/27/2015 9:22 AM	Solar Panel	Other:
Refrigerator: Ice maker not working: flapper	1/12/2015 11:40 AM	Refrigerator	Ice maker not working
Washing Machine: Other: : strong odor after wash cycle	1/12/2015 1:04 PM	Washing Machine	Other:
Ceiling Fan: Other: : settings inop	1/13/2015 11:16 AM	Ceiling Fan	Other:
Fencing / Gates: Gate won't latch: front gate latch broken	1/21/2015 12:05 PM	Fencing / Gates	Gate won't latch
Doors: Other: : weatherstrip door	1/21/2015 12:06 PM	Doors	Other:
Water Heater: Inspect unit: check small leak at bottom	1/23/2015 11:20 AM	Water Heater	Inspect unit
Doors: Door requires repair / replacement: RPL WEATHERSTRIP	1/29/2015 3:05 PM	Doors	Door requires repair / replacement
Windows & Screens: Screen is damaged / missing: WNDW SCRNM DMGD	1/29/2015 3:05 PM	Windows & Screens	Screen is damaged / missing
Windows & Screens: Screen is damaged / missing: WNDW SCRNM DMGD	1/29/2015 3:05 PM	Windows & Screens	Screen is damaged / missing
Tub / Shower: Tub / shower requires caulking: RECAULK MASTER TUB	1/31/2015 9:46 AM	Tub / Shower	Tub / shower requires caulking
Flooring: Floor covering damaged: /TILES LIFTING THROUGHOUT HOME	1/30/2015 3:18 PM	Flooring	Floor covering damaged
Lighting: Inspect lighting: CARPORT LIGHT INOP	1/30/2015 3:19 PM	Lighting	Inspect lighting

Doors: Inspect doors: SCRN DR NOT SITTIN IN TRACK CORRECT	1/30/2015 3:20 PM	Doors	Inspect doors
Stairs: Handrails require repair: STAIR RAIL	1/30/2015 3:20 PM	Stairs	Handrails require repair
Doors: Door requires repair / replacement: SLDNG GLSS DR GLASS PANE	1/30/2015 3:21 PM	Doors	Door requires repair / replacement
Windows & Screens: Screen is damaged / missing: MSTR BDRM SCRN MISSING (FROM STORM)	1/30/2015 3:23 PM	Windows & Screens	Screen is damaged / missing
Pest Control: Ants/spiders/other insects observed: THERE ARE SPIDERS AND ANTS OBSERVED INSIDE THE HOME	1/9/2015 2:53 PM	Pest Control	Ants/spiders/other insects observed
Toilets: Toilet clogged / overflowing: MSTR TLT BCKING UP	1/9/2015 2:05 PM	Toilets	Toilet clogged / overflowing
Toilets: Toilet clogged / overflowing: D/S TLT BCKING UP	1/9/2015 2:06 PM	Toilets	Toilet clogged / overflowing
Water Heater: Inspect unit: ADJUST TEMP	1/9/2015 4:44 PM	Water Heater	Inspect unit
Pest Control: Ants/spiders/other insects observed: INT SPIDERS	1/15/2015 9:43 AM	Pest Control	Ants/spiders/other insects observed
Pest Control: Ants/spiders/other insects observed: TREAT FOR ROACHES AND ANTS	1/30/2015 8:47 AM	Pest Control	Ants/spiders/other insects observed
Air Conditioning: AC Not cooling-HAWAII only:	1/27/2015 11:57 AM	Air Conditioning	AC Not cooling-HAWAII only
Refrigerator: Other:: resident called in to report that her refrigerator is freezing all her food and she doesn't know how to re set it	1/2/2015 12:49 PM	Refrigerator	Other:
Refrigerator: Other:: BUTTER DR COVER AND FREEZER SHELF BAR MISSING	1/16/2015 11:30 AM	Refrigerator	Other:
Refrigerator: Install new unit: replace refrigerator	1/8/2015 2:36 PM	Refrigerator	Install new unit
Ceiling Fan: Other:: VALTED CEILING FAN NEEDS CLEANED	1/12/2015 12:26 PM	Ceiling Fan	Other:
Faucet - Kitchen: Faucet drips / runs: C/O CARTRIDGE	1/12/2015 12:58 PM	Faucet - Kitchen	Faucet drips / runs
Cabinets: Cabinet falling apart: FACE FALLING OFF DRAWER	1/20/2015 3:48 PM	Cabinets	Cabinet falling apart
Doors: Door off hinges: FRONT SCREEN DOOR HAS RUSTY BROKEN HINGES	1/20/2015 3:48 PM	Doors	Door off hinges
Doors: Door off hinges: Caller reports upstairs bedroom door is almost off the hinges. Caller has an appointment for Tues 1/20/215 from 1-3pm (see w/o PAHO2581) [REDACTED] wants Maintenance to fix bedroom door at the same time.	1/26/2015 11:10 AM	Doors	Door off hinges
(b) (6), (b) (7)(C)			
Garage Door / Opener: Door won't open: Caller reports garage door will not open. The motor runs. She does not know what the actual problem is. [REDACTED] requests Maintenance check this during scheduled appointment Tues 1/20/2015 1-3pm.	1/27/2015 10:00 AM	Garage Door / Opener	Door won't open
(b) (6), (b) (7)(C)			

Washing Machine:Washing Machine Malfunctioning:Clr says (b) (6), (b) washer is not draining. WEF --CC (b) (6), (b) Dryer:Other:: DRYER MAKING LOUD NOISE	1/10/2015 12:35 PM 1/10/2015 1:16 PM	Washing Machine Dryer	Washing Machine Malfunctioning Other:
Doors:Lock Out:HOUSE SITTER TYLER GOODMAN (b) (6), (b) LOCKED OUT RSO CONFIRMED	1/14/2015 12:48 PM	Doors	Lock Out
Washing Machine:Other:: washer is putting out a burning smell (b) (6), (b) cc:cci	1/30/2015 3:18 PM	Washing Machine	Other:
Toilets:Toilet clogged / overflowing:Caller reports that a clorox tablet that is intended to go inside the toilet tank was deposited in the toilet bowl by mistake. Caller has cleaned up all water, plunged the toilet but needs maintenance to come out because the toilet water line is at top of bowl, and (b) (6), (b) had to shut water off, (b) (6), (b) needs line snaked.	1/27/2015 3:55 PM	Toilets	Toilet clogged / overflowing
Toilets:Toilet clogged / overflowing:D/S TLT OVERFLOWING	1/28/2015 2:30 PM	Toilets	Toilet clogged / overflowing
Toilets:Other:: ALL 3 TOILETS ARE OVERFLOWING RES SHUT OFF VALVE	1/27/2015 8:00 PM	Toilets	Other:
Doors:Door won't latch or lock:ADJUST STRIKER PLATE	1/12/2015 9:55 AM	Doors	Door won't latch or lock
Air Conditioning:Other:: A/C FILTER WET	1/9/2015 1:29 PM	Air Conditioning	Other:
Alarm - Smoke:Malfunctioning:SMOKE AND CARBON M. DET. ALARMS MALFUNCTIONING	1/9/2015 2:30 PM	Alarm - Smoke	Malfunctioning
Lighting:Light Cover is missing / broken:C/O HALLWAY LIGHT COVER	1/9/2015 2:30 PM	Lighting	Light Cover is missing / broken
Toilets:Toilet runs continuously:DOWN STAIRS TOILET RUNS	1/12/2015 2:35 PM	Toilets	Toilet runs continuously
Toilets:Other:: TOILET SEAT BROKEN	1/12/2015 2:29 PM	Toilets	Other:
Garage Door / Opener:Other:: the rubber seal on the bottom of the garage is broken	1/12/2015 2:55 PM	Garage Door / Opener	Other:
Doors:Other:: door stopper went through the	1/12/2015 2:55 PM	Doors	Other:
Outlets:Outlet cover broken:RESIDENT CALLED IN TO REPORT THAT THERE ARE TWO OUTLET COVERS THAT ARE BROKEN	1/12/2015 2:55 PM	Outlets	Outlet cover broken
Landscaping:Other:: resident called in and said that there is a dead bush in her front yard and she needs it removed	1/9/2015 2:49 PM	Landscaping	Other:
Faucet-Lavatory:Faucet malfunctioning:replace faucet cold side	1/13/2015 11:19 AM	Faucet-Lavatory	Faucet malfunctioning
Walls:Other:: fix small hole on wall near door stopper	1/13/2015 11:19 AM	Walls	Other:

Windows & Screens: Screen is damaged / missing: replace window screens in master bedrm (2	1/20/2015 10:59 AM	Windows & Screens	Screen is damaged / missing
Windows & Screens: Screen is damaged / missing: R/R U/S BEDRM SCREENS	1/20/2015 10:59 AM	Windows & Screens	Screen is damaged / missing
Toilets: Toilet runs continuously: d/s bathroom tile runs	1/20/2015 10:59 AM	Toilets	Toilet runs continuously
Sink: Sink clogged: sink in u/s hallway bath drains slow	1/20/2015 10:59 AM	Sink	Sink clogged
Lighting: Bulb requires replacement: help res take down bathrm lightbulbs	1/20/2015 12:09 PM	Lighting	Bulb requires replacement
Lighting: Light not functioning: master bedrm closet doesn't always come on	1/20/2015 12:09 PM	Lighting	Light not functioning
Water Heater: Other: : WATER HEATER PIN MISSING	1/20/2015 12:09 PM	Water Heater	Other:
Mailbox: Other: : MAIL BOX KEYS ARE INOP	1/5/2015 8:22 AM	Mailbox	Other:
Tub / Shower: Other: : MASTERBED RM TUB STOP STICKS WHEN SHOWER IS IN USE	1/5/2015 1:35 PM	Tub / Shower	Other:
Toilets: Toilet cracked / damaged / requires repair: MASTERBEDTOILET SEAT COVER CRACKED BY HINGES	1/5/2015 1:36 PM	Toilets	Toilet cracked / damaged / requires repair
Windows & Screens: Blinds are broken / missing: Bedroom 1 – draw string INOP to lower blinds	1/28/2015 1:38 PM	Windows & Screens	Blinds are broken / missing
Windows & Screens: Other: : BEDRM 3 CHILD LOCK LATCH STICKS (GRAY LATCH)	1/28/2015 2:08 PM	Windows & Screens	Other:
Flooring: Floor structure damaged / requires repair: THRESHOLD AND TILE PEELING UP	1/28/2015 3:04 PM	Flooring	Floor structure damaged / requires repair
Alarm - Smoke: Other: : HALLWAY FIRE ALARM IF OFF MOUNT AND HANGING BY THE WIRES	1/7/2015 1:09 PM	Alarm - Smoke	Other:
Range & Stove: Other: : STOVE TOP BURNERS NOT SITTING PROPERLY ON THE RANGE	1/7/2015 11:20 AM	Range & Stove	Other:
Refrigerator: Other: : **PTE** R/R FRIDGE DOOR BROKEN DRAWER	1/7/2015 11:02 AM	Refrigerator	Other:
Pest Control: Ants/spiders/other insects observed: EXT ANTS ROACHES	1/9/2015 2:53 PM	Pest Control	Ants/spiders/other insects observed
Doors: Door won't close: **PTE** resident called in to report that the door outside in the backyard won't stay closed	1/16/2015 10:21 AM	Doors	Door won't close
Air Conditioning: AC Not cooling-HAWAII only: *PTE** REPLACE INDOOR COIL* A/C not cooling. Ctr is giving permission to enter if needed. CC: AM (b) (6), (b) (7)(C)	1/16/2015 11:32 AM	Air Conditioning	AC Not cooling-HAWAII only
Microwave: Inspect unit: MICROWAVE DOOR BUBBLED UP	1/22/2015 5:13 PM	Microwave	Inspect unit
Microwave: Microwave damaged: Microwave door is damaged. The window part of the microwave is peeling and cracking. (b) (6), (b) (7)(C) CC: CW	1/29/2015 12:29 PM	Microwave	Microwave damaged

Tub / Shower: Tub / shower requires caulking: SCRAPE AND RE-CAULK MASTERBEDM TUB	1/14/2015 3:06 PM	Tub / Shower	Tub / shower requires caulking
Windows & Screens: Blinds are broken / missing: REPLACE UPSTAIRS AND DOWNSTAIRS BLIND SLATES THROUGHOUT THE HOUSE	1/14/2015 3:07 PM	Windows & Screens	Blinds are broken / missing
Cabinets: Inspect cabinetry: STOVE DRAWER HINGES ARE OFF THE TRACK	1/14/2015 3:07 PM	Cabinets	Inspect cabinetry
Baseboards: Other:: SCOPE AND REPAIR KTICHEN BASE BOARD ITS CRACKED	1/14/2015 3:08 PM	Baseboards	Other:
Doors: Door requires repair / replacement: GUEST BEDRM DOOR IS CRACKED	1/16/2015 3:00 PM	Doors	Door requires repair / replacement
Fencing / Gates: Fencing damaged: EXT FENCE POST IN BACK YARD IS CRINKCLED	1/14/2015 3:08 PM	Fencing / Gates	Fencing damaged
Lighting: Bulb requires replacement: REPLACE GUEST BEDRM MIDDLE LIGHT, TRIED REPLACING IT BEFORE BUT IT GOES OUT MAY HAVE TO INSPFCT BAIL IS	1/14/2015 11:39 AM	Lighting	Bulb requires replacement
Range & Stove: Other:: TOP STOVE RED LIGHT WONT TURN OFF	1/14/2015 12:07 PM	Range & Stove	Other:
Lighting: Other:: LIGHT FIX ABOVE MAIN BATHRM SHOWER FALLING OUT	1/14/2015 11:39 AM	Lighting	Other:
Lighting: Other:: REPLACE MAIN BATHRM LIGHT	1/14/2015 11:39 AM	Lighting	Other:
Air Conditioning: AC Not cooling-HAWAII only: resident called in to report that the A/C is not cooling	1/13/2015 2:21 PM	Air Conditioning	AC Not cooling-HAWAII only
Refrigerator: Drawer Broken: Her daughter has broken one of the crisper drawers. CC SEJ (b) (6), (b)	1/21/2015 5:38 PM	Refrigerator	Drawer Broken

[illegible]

SERVICE CALLS ON NEWLY OCCUPIED UNITS - 2015

Neighborhood Name	WO Address	Home Start Date	WO #	Priority
Hawaii Loa	Distinct Count of Addresses:	6		
	Distinct Count of WOs by Unit:	2		
	(b) (6), (b) (7)(C)	1/13/2015	HALO6338	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	HALO6339	Routine/PM
	Distinct Count of WOs by Unit:	2		
	(b) (6), (b) (7)(C)	1/28/2015	HALO6363	Emergency
	(b) (6), (b) (7)(C)	1/28/2015	HALO6365	Urgent
	Distinct Count of WOs by Unit:	3		
	(b) (6), (b) (7)(C)	1/13/2015	HALO6275	Urgent
	(b) (6), (b) (7)(C)	1/13/2015	HALO6300	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	HALO6301	Routine/PM
	Distinct Count of WOs by Unit:	3		
	(b) (6), (b) (7)(C)	1/13/2015	HALO6290	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	HALO6306	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	HALO6307	Routine/PM
	Distinct Count of WOs by Unit:	3		
	(b) (6), (b) (7)(C)	1/5/2015	HALO6314	Routine/PM
	(b) (6), (b) (7)(C)	1/5/2015	HALO6315	Routine/PM
	(b) (6), (b) (7)(C)	1/5/2015	HALO6316	Routine/PM
	Distinct Count of WOs by Unit:	2		

	(b) (6), (b) (7)(C)	1/21/2015	HALO6328	Routine/PM
	(b) (6), (b) (7)(C)	1/21/2015	HALO6329	Routine/PM
Kapoho	Distinct Count of Addresses:	1		
	Distinct Count of WOs by Unit:	3		
	(b) (6), (b) (7)(C)	1/16/2015	KAPO1214	Routine/PM
	(b) (6), (b) (7)(C)	1/16/2015	KAPO1215	Routine/PM
	(b) (6), (b) (7)(C)	1/16/2015	KAPO1221	Routine/PM
Manana USMC	Distinct Count of Addresses:	5		
	Distinct Count of WOs by Unit:	5		
	(b) (6), (b) (7)(C)	1/13/2015	MAMC5979	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	MAMC5980	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	MAMC5981	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	MAMC5982	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	MAMC6035	Routine/PM
	Distinct Count of WOs by Unit:	3		
	(b) (6), (b) (7)(C)	1/16/2015	MAMC6036	Routine/PM
	(b) (6), (b) (7)(C)	1/16/2015	MAMC6037	Routine/PM
	(b) (6), (b) (7)(C)	1/16/2015	MAMC6039	Routine/PM
	Distinct Count of WOs by Unit:	2		

	(b) (6), (b) (7)(C)	1/29/2015	MAMC6042	Emergency
	(b) (6), (b) (7)(C)	1/29/2015	MAMC6043	Routine/PM
	Distinct Count of WOs by Unit:	5		
	(b) (6), (b) (7)(C)	1/8/2015	MAMC5918	Routine/PM
	(b) (6), (b) (7)(C)	1/8/2015	MAMC5984	Routine/PM
	(b) (6), (b) (7)(C)	1/8/2015	MAMC6000	Routine/PM
	(b) (6), (b) (7)(C)	1/8/2015	MAMC6001	Routine/PM
	(b) (6), (b) (7)(C)	1/8/2015	MAMC6002	Routine/PM
	Distinct Count of WOs by Unit:	2		
	(b) (6), (b) (7)(C)	1/15/2015	MAMC6012	Routine/PM
	(b) (6), (b) (7)(C)	1/15/2015	MAMC6013	Routine/PM
Mokolea	Distinct Count of Addresses:	1		
	Distinct Count of WOs by Unit:	2		
	(b) (6), (b) (7)(C)	1/16/2015	MOKO0374	Urgent
	(b) (6), (b) (7)(C)	1/16/2015	MOKO0375	Routine/PM

Mololani (Capehart)	Distinct Count of Addresses:	5		
	Distinct Count of WOs by Unit:	2		
	(b) (6), (b) (7)(C)	1/9/2015	MOLO0228	Routine/PM
	(b) (6), (b) (7)(C)	1/9/2015	MOLO0501	Routine/PM
	Distinct Count of WOs by Unit:	5		
	(b) (6), (b) (7)(C)	1/26/2015	MOLO0468	Routine/PM
	(b) (6), (b) (7)(C)	1/26/2015	MOLO0469	Routine/PM
	(b) (6), (b) (7)(C)	1/26/2015	MOLO0549	Urgent
	(b) (6), (b) (7)(C)	1/26/2015	MOLO0551	Routine/PM
	(b) (6), (b) (7)(C)	1/26/2015	MOLO0552	Routine/PM
	Distinct Count of WOs by Unit:	3		
	(b) (6), (b) (7)(C)	1/13/2015	MOLO0208	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	MOLO0506	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	MOLO0507	Routine/PM
	Distinct Count of WOs by Unit:	5		
	(b) (6), (b) (7)(C)	1/23/2015	MOLO0447	Routine/PM
	(b) (6), (b) (7)(C)	1/23/2015	MOLO0448	Routine/PM
	(b) (6), (b) (7)(C)	1/23/2015	MOLO0449	Routine/PM
	(b) (6), (b) (7)(C)	1/23/2015	MOLO0495	Routine/PM
	(b) (6), (b) (7)(C)	1/23/2015	MOLO0534	Emergency

	Distinct Count of WOs by Unit:	4		
	(b) (6), (b) (7)(C)	1/5/2015	MOLO0217	Routine/PM
	(b) (6), (b) (7)(C)	1/5/2015	MOLO0231	Routine/PM
	(b) (6), (b) (7)(C)	1/5/2015	MOLO0301	Routine/PM
	(b) (6), (b) (7)(C)	1/5/2015	MOLO0546	Routine/PM
Pa Honua	Distinct Count of Addresses:	5		
	Distinct Count of WOs by Unit:	3		
	(b) (6), (b) (7)(C)	1/6/2015	PAHO2617	Routine/PM
	(b) (6), (b) (7)(C)	1/6/2015	PAHO2661	Routine/PM
	(b) (6), (b) (7)(C)	1/6/2015	PAHO2662	Routine/PM
	Distinct Count of WOs by Unit:	2		
	(b) (6), (b) (7)(C)	1/14/2015	PAHO2717	Routine/PM
	(b) (6), (b) (7)(C)	1/14/2015	PAHO2719	Urgent
	Distinct Count of WOs by Unit:	2		
	(b) (6), (b) (7)(C)	1/15/2015	PAHO2706	Urgent
	(b) (6), (b) (7)(C)	1/15/2015	PAHO2731	Emergency
	Distinct Count of WOs by Unit:	1		
	(b) (6), (b) (7)(C)	1/22/2015	PAHO2771	Routine/PM
	Distinct Count of WOs by Unit:	2		
	(b) (6), (b) (7)(C)	1/5/2015	PAHO2574	Routine/PM
	(b) (6), (b) (7)(C)	1/5/2015	PAHO2629	Routine/PM
Pa Honua IV	Distinct Count of Addresses:	1		
	Distinct Count of WOs by Unit:	3		

	(b) (6), (b) (7)(C)	1/16/2015	PAH41495	Routine/PM
	(b) (6), (b) (7)(C)	1/16/2015	PAH41516	Emergency
	(b) (6), (b) (7)(C)	1/16/2015	PAH41610	Routine/PM
Ulupa'u IV	Distinct Count of Addresses:	2		
	Distinct Count of WOs by Unit:	6		
		1/13/2015	ULU49505	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	ULU49517	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	ULU49521	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	ULU49522	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	ULU49546	Routine/PM
	(b) (6), (b) (7)(C)	1/13/2015	ULU49553	Routine/PM
Waikulu	Distinct Count of Addresses:	4		
	Distinct Count of WOs by Unit:	9		
	(b) (6), (b) (7)(C)	1/6/2015	WAIK0314	Routine/PM
	(b) (6), (b) (7)(C)	1/6/2015	WAIK0357	Routine/PM
	(b) (6), (b) (7)(C)	1/6/2015	WAIK0358	Routine/PM
	(b) (6), (b) (7)(C)	1/6/2015	WAIK0489	Routine/PM

	(b) (6), (b) (7)(C)	1/6/2015	WAIK0499	Routine/PM
	(b) (6), (b) (7)(C)	1/6/2015	WAIK0525	Routine/PM
	(b) (6), (b) (7)(C)	1/6/2015	WAIK0574	Emergency
	(b) (6), (b) (7)(C)	1/6/2015	WAIK0576	Routine/PM
	(b) (6), (b) (7)(C)	1/6/2015	WAIK0577	Routine/PM
	Distinct Count of WOs by Unit:	3		
	(b) (6), (b) (7)(C)	1/20/2015	WAIK0459	Routine/PM
	(b) (6), (b) (7)(C)	1/20/2015	WAIK0460	Routine/PM
	(b) (6), (b) (7)(C)	1/20/2015	WAIK0461	Routine/PM
	Distinct Count of WOs by Unit:	2		
	(b) (6), (b) (7)(C)	1/23/2015	WAIK0536	Routine/PM
	(b) (6), (b) (7)(C)	1/23/2015	WAIK0537	Routine/PM
	Distinct Count of WOs by Unit:	1		
	(b) (6), (b) (7)(C)	1/21/2015	WAIK0514	Routine/PM

or more service orders requested in first 30-days of move-in

Work Description	Date/Time Created	Date/Time Completed	Item Asset	Item Task
Garage Door / Opener: Remote control not working:	1/27/2015 9:54 AM	1/30/2015 11:47 AM	Garage Door / Opener	Remote control not working
Faucet-Lavatory: Faucet leaks from handle: BATH FAUCET LEAKS ON COUNTER	1/27/2015 9:55 AM	1/30/2015 11:47 AM	Faucet-Lavatory	Faucet leaks from handle
Doors: Lock Out: key lock to door knob will not turn, unable to get into the door phone is also inside the home	1/29/2015 12:11 PM	1/29/2015 12:58 PM	Doors	Lock Out
(b) (6), (b) cc:cci Doors: Door won't latch or lock: resident called in to report that the lockset is not working properly	1/29/2015 12:40 PM	1/29/2015 2:25 PM	Doors	Door won't latch or lock
Garage Door / Opener: Remote control not working: mr has only 1 remote and its broken	1/14/2015 12:00 PM	1/14/2015 3:42 PM	Garage Door / Opener	Remote control not working
Ceiling Fan: Light bulb requires replacement: LIT INOP A/B/C	1/20/2015 3:16 PM	1/28/2015 2:39 PM	Ceiling Fan	Light bulb requires replacement
Lighting: Bulb requires replacement: Replace bulbs at front and back of home. CC:AMJ	1/20/2015 3:18 PM	1/28/2015 2:39 PM	Lighting	Bulb requires replacement
(b) (6), (b)				
Water Heater: Inspect unit: WTR TOO HOT	1/16/2015 1:18 PM	1/17/2015 10:29 AM	Water Heater	Inspect unit
Mailbox: Other: :clr stated the key will not fit inside the mailbox, they may need to chang the locks or something.	1/21/2015 9:45 AM		Mailbox	Other:
(b) (6), (b)				
Water Heater: Water is too hot:	1/21/2015 10:11 AM		Water Heater	Water is too hot
Doors: Other: : INSTALL DOOR KNOB FOR GARAGE DR	1/23/2015 12:17 PM	1/26/2015 10:36 AM	Doors	Other:
Lighting: Other: : REPAIR LIGHT FIXTURE IN KITCHN	1/23/2015 12:20 PM	1/30/2015 3:18 PM	Lighting	Other:
Faucet-Lavatory: Other: : R/R BROKEN FAUCET HANDLE IN BATHRM SINK	1/23/2015 12:21 PM	1/30/2015 8:55 AM	Faucet-Lavatory	Other:

Toilets:Other:: Caller says there is a beeping coming from the bathroom. ■■■ is not sure where it is coming from exactly or what is causing it. ■■■ would like it fixed. CC LKG	1/26/2015 2:53 PM	1/28/2015 4:00 PM	Toilets	Other:
Air Conditioning: AC Not cooling- HAWAII only: Caller says ■■■ A/C is not working upstairs. ■■■ would like it fixed. CC LKG (b) (6), (b)	1/26/2015 2:55 PM	1/28/2015 3:36 PM	Air Conditioning	AC Not cooling-HAWAII only
Washing Machine: Install washing machine: replace washer	1/17/2015 11:00 AM		Washing Machine	Install washing machine
Dryer: Other:: DRYER INOP	1/17/2015 11:04 AM	1/22/2015 3:09 PM	Dryer	Other:
Washing Machine: Install washing machine: SWAP OUT W/M	1/29/2015 11:25 AM	1/30/2015 5:36 PM	Washing Machine	Install washing machine
Washing Machine: Other:: Clr stated that when ■■■ washes clothes the washer smells like rotten eggs . ccrxb (b) (6), (b)	1/18/2015 3:26 PM	1/29/2015 3:52 PM	Washing Machine	Other:
Refrigerator: Other:: Clr stated that the spout where the water comes out on the refrigerator is molded ccrxb (b) (6), (b)	1/18/2015 3:30 PM	1/29/2015 3:53 PM	Refrigerator	Other:
Doors: Other:: Clr stated that the diorbell does not work. ccrxb (b) (6), (b)	1/18/2015 3:32 PM	1/29/2015 4:15 PM	Doors	Other:
Doors: Door off hinges: Clr stated that the screen door screws are loose. ccrxb (b) (6), (b)	1/18/2015 3:35 PM	1/31/2015 12:12 PM	Doors	Door off hinges
Water Heater: Inspect unit: ADJUST TEMP	1/29/2015 10:20 AM		Water Heater	Inspect unit
Lighting: Light not functioning: MSTR BTHRM LIT INOP	1/29/2015 10:26 AM		Lighting	Light not functioning
Alarm - Security: Malfunctioning: SEC ALRM INOP	1/29/2015 10:28 AM		Alarm - Security	Malfunctioning
Garage Door / Opener: Remote control not working: GRG REMOTE INOP	1/29/2015 10:29 AM		Garage Door / Opener	Remote control not working

Alarm - Smoke:Malfunctioning: They moved in yesterday. 2 seperate alarms have been going off back to back every minute or so, they got sleep at all last night. (b) (6), (b) (7)(C) called this morning at 7:00 am, someone was supposed to come out and fix. They get home tonight and they're still going off. (b) (6), (b) (7)(C) :CCALM	1/30/2015 5:51 PM	1/30/2015 7:20 PM	Alarm - Smoke	Malfunctioning
Lighting:Lighting:The light switch in the master bedroom closet only works when it wants to. There seems to be a short or somethina. (b) (6), (b) (7)(C) :CCALM.	1/30/2015 5:56 PM		Lighting	Light not functioning
Hallways / Entryway:Other: **PTE** Handrail at the top of the step is coming off the wall.	1/11/2015 7:34 PM	1/23/2015 3:44 PM	Hallways / Entryway	Other:
Closets:Closet shelving broken: *PTE* MSTR BDRM CLST SHELF FELL OFF WALL	1/20/2015 8:28 AM	1/23/2015 3:12 PM	Closets	Closet shelving broken
Doors:Other: **PTE** Weather stripping on bottom of front door has slipped out about 4 inches. This was noted at time of walk through	1/21/2015 3:13 PM		Doors	Other:
Refrigerator:Ice maker not working: *PTE* Ice maker is making hollow sounding ice, freezing all aroundf the ice maker unit and whn using the crushed setting ice goes everywhere but in the glass. This was noted at walk through (15Jan15)	1/21/2015 3:16 PM		Refrigerator	Ice maker not working
Flooring:Tile damaged/needs repair: **PTE** Multiple tiles in master bath are lifting. This was noted at time on walk through (15Jan15).	1/21/2015 3:18 PM		Flooring	Tile damaged/needs repair
Outlets:Other: LVGRM CABLE POPS OUT	1/22/2015 2:54 PM		Outlets	Other:
Refrigerator:Ice maker not working:ICE DISP LOOSE	1/22/2015 2:54 PM		Refrigerator	Ice maker not working
Range & Stove:Other: ELECTRICAL WIRES POPPING IN STOVE	1/22/2015 2:43 PM	1/22/2015 8:25 PM	Range & Stove	Other:
Refrigerator:Other: WATER DISPENSER WATER HAS FOUL TASTE / MILDEW	1/22/2015 2:57 PM	1/28/2015 2:08 PM	Refrigerator	Other:

Range & Stove: Other: : MAKING POPPING NOISE WHEN IN USE	1/15/2015 10:23 AM		Range & Stove	Other:
Garage Door / Opener: Other: : One sensor missing door will not open. cmmmc	1/29/2015 7:33 AM		Garage Door / Opener	Other:
(b) (6), (b)				
Toilets: Toilet runs continuously:	1/28/2015 7:52 AM	1/28/2015 3:46 PM	Toilets	Toilet runs continuously
Air Conditioning: AC Not cooling- HAWAII only:	1/28/2015 7:53 AM	1/29/2015 4:47 PM	Air Conditioning	AC Not cooling- HAWAII only
Water Heater: Unit not heating water: NOT HEATING ON SOLAR OR ELEC	2/2/2015 8:44 AM		Water Heater	Unit not heating water
Alarm - Security: Other: : NO POWER TO SEC ALARM	2/2/2015 8:46 AM		Alarm - Security	Other:
Exhaust Fan / Vent: Fan not working: EXHAUST FAN INOP	2/2/2015 8:48 AM		Exhaust Fan / Vent	Fan not working
Air Conditioning: AC Not cooling- HAWAII only: REPLACE EVAP, TXV, & FILTER DRYER	1/14/2015 1:58 PM		Air Conditioning	AC Not cooling- HAWAII only
Flooring: Other: : SCOPE AND REPAIR FLOOR TILES IN MSTR BATH COMING OFF	1/29/2015 2:20 PM		Flooring	Other:
Landscaping: Other: : SCOPE MUDDY WATER LEAK BY CORNER OF FENCE	1/29/2015 2:22 PM	1/30/2015 8:52 AM	Landscaping	Other:
Toilets: Toilet will not flush: Caller stated that toilet does not flush correctly / caller has plunged it but it will still not flush correctly	1/27/2015 8:57 AM	1/28/2015 3:30 PM	Toilets	Toilet will not flush
CC AXC (b) (6), (b) Alarm - Security: Caller stated that alarm goes off everytime they come in and they do not have the code to turn it off	1/27/2015 9:02 AM		Alarm - Security	Other:
CC AXC (b) (6), (b) Doors: Lock Out: HOUSE KEYS DO NOT WORK IN CERTAIN LOCKSET FOR THE HOUSE	1/27/2015 9:06 AM	1/28/2015 1:48 PM	Doors	Lock Out
Toilets: Toilet clogged / overflowing: They just moved in and the toilet in the master bedroom still isn't flushing. The water rises to the top but the waste never goes down. These are issues that was going on before they moved in. (b) (6),	1/28/2015 7:06 PM	1/31/2015 9:39 AM	Toilets	Toilet clogged / overflowing
Toilets: Toilet clogged / overflowing: The toilet is not flushing and is overflowing. Maintenance did not fix the problem.	1/31/2015 10:01 AM	1/31/2015 10:12 AM	Toilets	Toilet clogged / overflowing

Washing Machine: Install washing machine: C/O W/M	1/14/2015 4:21 PM	1/20/2015 5:28 PM	Washing Machine	Install washing machine
Pest Control: Termites observed/suspected: TREAT FOR TERMITES IN SIDE KITCHEN	1/15/2015 11:20 AM	1/22/2015 12:22 PM	Pest Control	Termites observed/suspected
Washing Machine: Other: ASSIST GERALD IN REMOVING WASHING MACHINE PER TOM CREATE TICKET	1/20/2015 4:06 PM	1/20/2015 4:54 PM	Washing Machine	Other:
Washing Machine: Other: C/O W/M	2/2/2015 8:16 AM		Washing Machine	Other:
Gutters & Downspouts: Gutters / downspouts require repair: BRKN GUTTERS	1/13/2015 10:02 AM	1/23/2015 11:19 AM	Gutters & Downspouts	Gutters / downspouts require repair
Toilets: Toilet runs continuously:	1/16/2015 1:06 PM		Toilets	Toilet runs continuously
Water Heater: Inspect unit: SCOPE UNIT	1/16/2015 1:07 PM	1/22/2015 2:37 PM	Water Heater	Inspect unit
Refrigerator: Freezer not cold: FRIDGE FROZEN OVER AND LKNG UNIT RUINING FOOD	1/26/2015 2:43 PM	1/26/2015 5:20 PM	Refrigerator	Freezer not cold
Refrigerator: Unit leaking water: The freezer is leaking water in the refrigerator and on the floor.	1/26/2015 2:57 PM		Refrigerator	Unit leaking water
(b) (6), (b) CC/RTW				
Water Heater: Unit not heating water: The water is not getting hot.	1/26/2015 8:57 AM	1/27/2015 1:55 AM	Water Heater	Unit not heating water
cc RRB (b) (6), (b)				
Doors: Lock Out: Caller's wife has been locked out and they need back in. CC LKG (b) (6), (b)	1/27/2015 4:55 PM	1/27/2015 5:43 PM	Doors	Lock Out
Water Heater: Unit leaking water:	2/2/2015 10:39 AM		Water Heater	Unit leaking water
Dishwasher: Unit not operating properly: DISHWASHER WON'T OPERATE	1/7/2015 11:11 AM	1/9/2015 1:03 PM	Dishwasher	Unit not operating properly
Lighting: Light not functioning: LVGRM DNGRM AND BDRM LITS FLICKER	1/13/2015 4:21 PM	1/20/2015 3:59 PM	Lighting	Light not functioning

Toilets: Toilet runs continuously: Clr said [REDACTED] toilet runs continuously and the tank does not fill up with water, states [REDACTED] had to turn the water off. cc: amb (b) (6), (b) (7)(C) Alarm - Carbon Monoxide: Not operating/alarm going off: beeping and going off.... (b) (6), (b) (7)(C) ...cc: mac Toilets: Toilet will not flush: When the toilet is flushed, the water rises all the way to the top and drains slowly. Phone number (b) (6), (b) (7)(C) . cc: lrs	1/20/2015 2:15 PM	1/23/2015 2:29 PM	Toilets	Toilet runs continuously
Alarm - Carbon Monoxide: Not operating/alarm going off: beeping and going off.... (b) (6), (b) (7)(C) ...cc: mac Toilets: Toilet will not flush: When the toilet is flushed, the water rises all the way to the top and drains slowly. Phone number (b) (6), (b) (7)(C) . cc: lrs	1/22/2015 5:50 PM	1/23/2015 9:00 AM	Alarm - Carbon Monoxide	Not operating/alarm going off
Toilets: Toilet will not flush: When the toilet is flushed, the water rises all the way to the top and drains slowly. Phone number (b) (6), (b) (7)(C) . cc: lrs	2/1/2015 12:19 PM		Toilets	Toilet will not flush
Faucet-Tub: Other: : REPAIR MSTR BTH SHOWER FAUCET UNIT Pest Control: Rats/mice/other rodents observed/suspected: MRS SEEN ROADENT RUNNING AROUND IN LIVING ROOM Walls: Wall requires painting: New resident had the walls texturized & now it needs to be painted. (b) (6), (b) (7)(C) cc: tmn (b) (7)(C) Lighting: Bulb requires replacement: EXT GARAGE LIGHT INOP Windows & Screens: Curtain rod broken / missing: RPLC SHOWER CURTAIN ROD Dishwasher: Other: : Caller states that the soap dispenser for the dishwasher wont close. ccmah (b) (6), (b) (7)(C)	1/14/2015 8:57 AM		Faucet-Tub	Other:
Pest Control: Rats/mice/other rodents observed/suspected: MRS SEEN ROADENT RUNNING AROUND IN LIVING ROOM Walls: Wall requires painting: New resident had the walls texturized & now it needs to be painted. (b) (6), (b) (7)(C) cc: tmn (b) (7)(C) Lighting: Bulb requires replacement: EXT GARAGE LIGHT INOP Windows & Screens: Curtain rod broken / missing: RPLC SHOWER CURTAIN ROD Dishwasher: Other: : Caller states that the soap dispenser for the dishwasher wont close. ccmah (b) (6), (b) (7)(C)	1/16/2015 4:48 PM	1/22/2015 12:22 PM	Pest Control	Rats/mice/other rodents observed/suspected
Walls: Wall requires painting: New resident had the walls texturized & now it needs to be painted. (b) (6), (b) (7)(C) cc: tmn (b) (7)(C) Lighting: Bulb requires replacement: EXT GARAGE LIGHT INOP Windows & Screens: Curtain rod broken / missing: RPLC SHOWER CURTAIN ROD Dishwasher: Other: : Caller states that the soap dispenser for the dishwasher wont close. ccmah (b) (6), (b) (7)(C)	1/20/2015 8:19 AM		Walls	Wall requires painting
Lighting: Bulb requires replacement: EXT GARAGE LIGHT INOP Windows & Screens: Curtain rod broken / missing: RPLC SHOWER CURTAIN ROD Dishwasher: Other: : Caller states that the soap dispenser for the dishwasher wont close. ccmah (b) (6), (b) (7)(C)	1/20/2015 8:30 AM	1/23/2015 2:28 PM	Lighting	Bulb requires replacement
Windows & Screens: Curtain rod broken / missing: RPLC SHOWER CURTAIN ROD Dishwasher: Other: : Caller states that the soap dispenser for the dishwasher wont close. ccmah (b) (6), (b) (7)(C)	1/27/2015 11:24 AM		Windows & Screens	Curtain rod broken / missing
Dishwasher: Other: : Caller states that the soap dispenser for the dishwasher wont close. ccmah (b) (6), (b) (7)(C)	1/30/2015 9:12 AM		Dishwasher	Other:
Ceiling Fan: Other: : CEILING FAN HANGING IN LVGRM Doors: Door won't close: Caller states that her front screen door will not open or close and needs to be fixed. (b) (6), (b) (7) CCMDW Tub / Shower: Tub drain is clogged: Caller states that her master bathroom shower will not drain and needs to be fixed. (b) (6), (b) (7) CCMDW Alarm - Smoke: Going Off: The smoke detectors going off for no reason, it went off 2 times yesterday. It just stopped so something must be wrong with it. (b) (6), (b) (7) . : CCALM.	1/7/2015 3:44 PM	1/21/2015 2:35 PM	Ceiling Fan	Other:
Doors: Door won't close: Caller states that her front screen door will not open or close and needs to be fixed. (b) (6), (b) (7) CCMDW Tub / Shower: Tub drain is clogged: Caller states that her master bathroom shower will not drain and needs to be fixed. (b) (6), (b) (7) CCMDW Alarm - Smoke: Going Off: The smoke detectors going off for no reason, it went off 2 times yesterday. It just stopped so something must be wrong with it. (b) (6), (b) (7) . : CCALM.	1/12/2015 10:45 AM	1/14/2015 10:01 AM	Doors	Door won't close
Tub / Shower: Tub drain is clogged: Caller states that her master bathroom shower will not drain and needs to be fixed. (b) (6), (b) (7) CCMDW Alarm - Smoke: Going Off: The smoke detectors going off for no reason, it went off 2 times yesterday. It just stopped so something must be wrong with it. (b) (6), (b) (7) . : CCALM.	1/12/2015 10:48 AM	1/21/2015 2:36 PM	Tub / Shower	Tub drain is clogged
Alarm - Smoke: Going Off: The smoke detectors going off for no reason, it went off 2 times yesterday. It just stopped so something must be wrong with it. (b) (6), (b) (7) . : CCALM.	1/24/2015 5:53 PM		Alarm - Smoke	Going Off

Lighting: Bulb requires replacement: Two light bulbs needs to be changed 1 in bathrm closet and 1 ext back patio, just moved in. (b) (6), (b) (7) ccdim Ou: MASTERBED RM	1/26/2015 12:56 PM	1/27/2015 4:17 PM	Lighting	Bulb requires replacement
BREAK KEEPS SWITCHING OFF WHEN SHE USES IT	1/28/2015 10:56 AM	1/30/2015 5:56 PM	Outlets	Other:
Water Heater: Unit not heating water: The hot water is not working in the home (b) (6), (b) (7) CC: AXB	1/31/2015 9:31 AM		Water Heater	Unit not heating water
Water Heater: (INSPECT ELECTRICAL ON WATER HEATER) Ctr had called before regarding the issue, and states that she is know at her home and needs some one to come out to see what the issue is with the Water heater. (b) (6), (b) (7) CCMAC	1/31/2015 3:18 PM	2/1/2015 3:02 PM	Water Heater	Unit not heating water
her: Ctr states that the breaker in the masterbedroom is not working and needs someone to come out and see what the issue ASAP. (b) (6), (b) (7) CCMAC	1/31/2015 3:22 PM	2/1/2015 2:12 PM	Outlets	Other:
Water Heater: Inspect unit: ADJUST WTR HTR TEMP	1/21/2015 1:58 PM	1/22/2015 11:46 AM	Water Heater	Inspect unit
Pest Control: Ants/spiders/other insects observed: INT ANTS	1/21/2015 2:00 PM	1/30/2015 8:47 AM	Pest Control	Ants/spiders/other insects observed
Washing Machine: Install washing machine: C/O W/M	1/21/2015 2:01 PM	1/26/2015 1:09 PM	Washing Machine	Install washing machine
water Heater: inspect unit: TIMER INOP	1/28/2015 1:12 PM	1/30/2015 11:02 AM	Water Heater	Inspect unit
Air Conditioning: AC Not cooling- HAWAII only: TIMER INOP	1/28/2015 1:12 PM	1/30/2015 11:11 AM	Air Conditioning	AC Not cooling-HAWAII only
(b) (6), (b) (7)(C) Inspection-Mold scope: MOLD SCOPE IN HVAC UTILITY RM	1/27/2015 1:18 PM	1/28/2015 11:52 AM	(b) (6), (b) (7)(C)	Inspection-Mold scope

Address	WO #	Priority	Work Description
(b) (6), (b) (7)(C)	CASM1243	Emergency	Air Conditioning:Other::Dehumidifier is leaking and it is a big leak and can cause a big problem. She would like it fixed right away, emergency per caller. CC:IKG (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C)	HALO5898	Routine/PM	Ceilings:Other::FIRE SPRINKLERS IS LEAKING IN 2ND FLOOR HALLWAY
(b) (6), (b) (7)(C)	HALO6311	Routine/PM	Toilets:Other::WHEN THEY FLUSH THE PIPES FROM THE WALL STARTS TO LEAK A LTITLE HAS MORE THAN 1 TOILET
(b) (6), (b) (7)(C)	HALO6330	Urgent	Water Heater:Unit leaking water:WATER HEATER LEAKING
(b) (6), (b) (7)(C)	HALO6207	Routine/PM	Sink:Other::SCOPE AND REPAIR LEAK UNDER KITCHN SINK
(b) (6), (b) (7)(C)	HALO6196	Urgent	Sink:Sink leaking:Clr stated that the sink is leaking. (b) (6), (b) (7)(C) cc:ia
(b) (6), (b) (7)(C)	HALO6258	Routine/PM	(b) (6), (b) (7)(C) Inspection-Mold scope:SCOPE FOR SUSPECTED MOLD IN LAUNDRY RM
(b) (6), (b) (7)(C)	HALO6194	Routine/PM	Windows & Screens:Inspect windows and screens:THERE IS A LEAK BY THE FRONT DOOR WINDOW
(b) (6), (b) (7)(C)	HALO6221	Routine/PM	Walls:Suspected Mold on walls:tech was out to repair leak inside the walls and now there is mold growing where the leak was.
(b) (6), (b) (7)(C)	HALO5951	Routine/PM	Sink:Sink leaking:C/O GARBAGE DISP. SEE ATTACH. The sink is leaking & causing water to run underneath the cabinet & onto the kitchen floor. It appears to be coming from the garbage disposal. resident# (b) (6), (b) (7)(C) cc: tmn
(b) (6), (b) (7)(C)	HALO6257	Routine/PM	(b) (6), (b) (7)(C)): Inspection-Mold scope:
(b) (6), (b) (7)(C)	HALO6250	Routine/PM	Toilets:Other::REPAIR TOILET LEAKED FROM BASE. WATER IS SHUT OFF FOR NOW
(b) (6), (b) (7)(C)	HALO6251	Routine/PM	Flooring:Other::there was a leak from the upstairs coming downstairs and needs the water cleaned up
(b) (6), (b) (7)(C)	HALO6252	Routine/PM	Toilets:Inspect toilet:VER FLOWS LEAKS FROM BASE
(b) (6), (b) (7)(C)	HALO6356	Routine/PM	Toilets:Other::REPAIR WATER VALVE LEAK BEHIND U/S TOILET
(b) (6), (b) (7)(C)	HALO6364	Routine/PM	Air Conditioning:Other::SCOPE AC LEAK IN GARAGE
(b) (6), (b) (7)(C)	HELE4047	Routine/PM	Windows & Screens:Inspect windows and screens:UNDER BIG BAY WINDOW WATER DAMAGE / BEDROOM WINDOW WATER LEAKS
(b) (6), (b) (7)(C)	HELE4007	Routine/PM	Washing Machine:Other::W/M LEAKS WHEN IN USE
(b) (6), (b) (7)(C)	KALU4733	Routine/PM	Water Heater:Other::WATER HEATER LEAKING
(b) (6), (b) (7)(C)	KALU4720	Routine/PM	Tub / Shower:Other::U/S HALL TUB LEAKS WHEN FAUCET IS ON
(b) (6), (b) (7)(C)	KALU4638	Routine/PM	Tub / Shower:Tub / shower requires caulking:Caulking is coming off and mold is growing behind what is left. Happening in both tubs.
(b) (6), (b) (7)(C)	KALU4659	Routine/PM	Doors:Door requires repair / replacement:The back door from living room to lanai needs further work - lots of water on the floor around the door this morning after the rain.
(b) (6), (b) (7)(C)	KAPO1207	Routine/PM	Tub / Shower:Tub leaking:Caller stated that the is a spot in her kitchen ceiling from a leaking coming from the tub. (b) (6), (b) (7)(C) cc:cwx

(b) (6), (b) (7)(C)	MAMC5685	Routine/PM	Toilets: Other: : In upstairs hallway bathroom water sprays up from inside tank when toilet flushes, leaking out around lid.
(b) (6), (b) (7)(C)	MAMC5879	Routine/PM	Toilets: Toilet leaking at supply valve: Caller stated that toilet is leaking from tube going to toilet cc: AXc (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C)	MAMC6033	Urgent	Sink: Sink leaking: Clr stated that underneath the kitchen sink the pipes are leaking. (b) (6), (b) (7)(C) cc/sss
(b) (6), (b) (7)(C)	MAMC5922	Routine/PM	Garbage Disposal: Inspect unit: **REPLACE** garbage disposal has a small leak
(b) (6), (b) (7)(C)	MAMC6003	Routine/PM	Water Heater: Unit leaking water: WATER HEATER SLOW LEAK
(b) (6), (b) (7)(C)	MAMC5957	Routine/PM	Sink: Sink leaking: SINK LEAKS EVERYWHERE/ TOP & BOTTOM
(b) (6), (b) (7)(C)	MAMC5881	Routine/PM	Toilets: Toilet clogged / overflowing: Clr states that (b) (6), (b) (7)(C) is having an issue with the downstairs toilet, stating that the back part of the toilet is leaking water like a geiser, Clr needs some one to come out ASAP. #8 (b) (6), (b) (7)(C) CCMAC
(b) (6), (b) (7)(C)	MAMC5897	Routine/PM	Refrigerator: Other: : REPAIR WATER DISP ON FRIDGE DR LEAKING
(b) (6), (b) (7)(C)	MAMC5907	Routine/PM	Toilets: Other: : toilet leaks when in use
(b) (6), (b) (7)(C)	MAMC5708	Urgent	Water Heater: Unit leaking water: the resident called in to report that he accidentally cracked the pipe and needs a tech to come out and fix it
(b) (6), (b) (7)(C)	MAMC5709	Emergency	Walls: Other: : Clr stated there is a pipe that cracked in the garage and there is water leaking every where. (b) (6), (b) (7)(C) cc/xa
(b) (6), (b) (7)(C)	MOKO0368	Routine/PM	Refrigerator: Unit leaking water: Her refrigerator is leaking, and it's getting too cold. (b) (6), (b) (7)(C) had to turn it down to one. CC DLC (b) (6), (b) (7)(C)
(b) (6), (b) (7)(C)	MOKO0369	Routine/PM	Toilets: Toilet cracked / damaged / requires repair: Toilet leaks from tank.
(b) (6), (b) (7)(C)	MOLO9192	Routine/PM	Air Conditioning: Water leaking from unit-interior of home: A/C unit has water in the area behind the filter. (b) (6), (b) (7)(C) has heard dripping before. CC MMS
(b) (6), (b) (7)(C)	MOLO0215	Urgent	Water Heater: Unit leaking water: Clr states that the water heater in their garage is leaking water adn they need someone to come out and see what the issue is and fix it ASAP. (b) (6), (b) (7)(C) CCMAC
(b) (6), (b) (7)(C)	MOLO0216	Routine/PM	Dishwasher: Unit leaking: Clr states that the dishwasher is leaking water, clr also states that the soap dispenser door is broken and needs to be replaced, and they also stated that the dishwasher didnt came with the silver ware basket. Clr needs someone to come out and see the issue's ASAP. # (b) (6), (b) (7)(C) CCMAC
(b) (6), (b) (7)(C)	MOLO0156	Routine/PM	Garbage Disposal: Other: : G/D LEAKING
(b) (6), (b) (7)(C)	MOLO9029	Routine/PM	Air Conditioning: Water leaking from unit-interior of home: rplc evap coil, check pressure, pressure stall
(b) (6), (b) (7)(C)	MOLO9973	Urgent	Water Heater: Unit leaking water: WATER HEATER IS LEAKING WATER ON TO THE GARAGE
(b) (6), (b) (7)(C)	MOLO9962	Routine/PM	Washing Machine: Drain line leaking/spilling water onto floor: Washing machine is leaking into the bottom pan of the washing machine. (b) (6), (b) (7)(C) cc: AAB
(b) (6), (b) (7)(C)	MOLO0145	Routine/PM	Sink: Sink leaking: Caller has a leak under the kitchen sink. (b) (6), (b) (7)(C) /RTW

MOLO0355	Routine/PM	Sink: Sink leaking: KIT SINK LKS INTO CAB
MOLO0513	Emergency	Air Conditioning: Water leaking from unit-interior of home: Caller states that the A/C unit on the second floor on the inside of the home is pooling water that is then leaking into the hallway. States unit does not seem to be frozen and is unsure of what is wrong. (b) (6), (b) (7) ARW
MOLO0375	Emergency	Air Conditioning: Water leaking from unit-interior of home: There is an electrical smell coming from the a/c unit and its leaking water. cc: tle (b) (6), (b) (7)
MOLO9926	Routine/PM	Toilets: Toilet clogged / overflowing: **PTE, PULL KEYS** Clr states that the toilet is overflowing at this time and they need some one to come out ASAP to fix this issue. # (b) (6), (b) (7) CC.MAC
MOLO0274	Routine/PM	Dishwasher: Unit leaking: Dishwasher leaks. (b) (6), (b) (7) CC ARW
MOLO9140	Emergency	Sink: Sink leaking: kitchen sink is leaking
MOLO9986	Routine/PM	Sink: Other:: Storage area under sink has discolored base maybe from leaking faucet.
MOLO0389	Routine/PM	Water Heater: Unit leaking water: Clr states that her water heater is leaking water in the garage and states that a lot of water is leaking out right now. Clr needs some one to come out ASAP to see what the issue is and fix it. Clr states that it is coming from underneath the base of the water heater. # (b) (6), (b) (7) CCMAC
MOLO0471	Routine/PM	Sink: Sink leaking: TUB CLOGGED
MOLO0192	Routine/PM	Garbage Disposal: Other:: G/D LEAKING
MOLO0193	Routine/PM	Air Conditioning: Water leaking from unit-interior of home: A/C LEAKING
MOLO0502	Routine/PM	Refrigerator: Other:: SCOPE FRIDGE LEAK
MOLO0396	Routine/PM	Toilets: Toilet leaking around base: Caller states that the guest toilet upstairs has flooded the bathroom. Water is leaking through ceiling into downstairs light fixture. They have shut the water off to the home until someone arrives. (b) (6), (b) (7) CC ARW
MOLO0359	Routine/PM	rive (4912BROW): Inspection-Mold scope: [REDACTED] states the a/c clogged and flooded the floor. [REDACTED] was able to get the water up but now [REDACTED] is showing signs of mold. [REDACTED] wants to have someone come out to clear up the mold and look at the a/c unit. CC SFJ (b) (6), (b) (7)
MOLO9107	Routine/PM	Walls: Other:: SCOPE WATER LEAK INSIDE BTHROOM WALL D/S
MOLO9902	Routine/PM	Tub / Shower: Tub / shower requires caulking: Stated this is a recurring issue. The seal to the shower door is not keeping the water from leaking out. Has caused some molding and issues with the linoleum. cc mcb (b) (6), (b) (7)
MOLO0411	Routine/PM	Air Conditioning: Water leaking from unit-interior of home: Clr states that the a/c leaks water through the vents when the a/c is on. Phone (b) (6), (b) (7) CC JLY
MOL22406	Emergency	Walls: Other:: Caller has a leak in the laundry room that is causing a leak in her living room ceiling. (b) (6), (b) (7) cc: cxw

(b) (6), (b) (7)(C)

MOL22393	Routine/PM	Water Heater: Inspect unit: check small leak at bottom
NAUL4762	Routine/PM	Dishwasher: Unit leaking: The unit is leaking soap and water. CC SFJ (b) (6), (b) (7)(C)
PAHO2738	Urgent	Refrigerator: Unit leaking water: resident called in to report that his refrigerator is leaking water from the back as well as there being standing water in the drawers
PAHO2583	Routine/PM	Garbage Disposal: Other: Disposal Keeps getting clogged and there is a leak under the sink
PAHO2624	Routine/PM	Dishwasher: Other: D/W LEAKING UNDERNEATH WHEN IN USE
PAHO2641	Routine/PM	Toilets: Toilet leaking at supply valve: MSTR TLT LEAKING DOWN INTO STORAGE CLOSET
PAHO2664	Routine/PM	(b) (6), (b) (7)(C) Other: LEAK SEARCH IN D/S CLOSET COMING FROM U/S
PAHO2689	Routine/PM	Water Heater: Unit leaking water: Her water heater is leaking and needs it fixed asap please. (b) (6), (b) (7)(C) cc JLS
PAHO2696	Routine/PM	Air Conditioning: Water leaking from unit-interior of home: A/C LEAKING (CURRENTLY SHUT OFF BY RES)
PAHO2727	Routine/PM	Sink: Sink leaking: Caller stated that kitchen sink is leaking and spilling onto his cleaning supplies CC AXG (b) (6), (b) (7)(C)
PAHO2561	Routine/PM	Water Heater: Unit leaking water:
PAHO2294	Routine/PM	Walls: Suspected Mold on walls: Mold in laundry room, all over walls. (b) (6), (b) (7)(C) CC: DEC
PAHO2729	Routine/PM	(b) (6), (b) (7)(C)): Inspection-Mold scope: AFG SCOPE
PAHO2718	Urgent	Water Heater: Unit leaking water: lknng not hot wtr
PAHO2697	Urgent	Washing Machine: Other: WASHER LEAKS INTO BARRELL MDL #: MDLSQ9244EQ
PAHO2621	Emergency	Dishwasher: Unit leaking: DISHWASHER LEAKING
PAHO2623	Emergency	Air Conditioning: Water leaking from unit-interior of home: A/C LEAKING
PAHO2564	Routine/PM	Garbage Disposal: Other: SCOPE AND REPAIR GARBAGE DISP. LEAKING UNDER THE KITCHN SINK
PAHO2232	Routine/PM	(b) (6), (b) (7)(C)): Inspection-Mold scope: INSPECT MOLD BEHIND MIRROR AND VANITY CAN IN MSTR BTHRM
PAHO2593	Urgent	Water Heater: Unit leaking water: Caller states that her hot water heater is leaking again and needs to be fixed. (b) (6), (b) (7)(C) CCMDW
PAHO2229	Routine/PM	(b) (6), (b) (7)(C)): Inspection-Mold scope: scope laundry room and behind all walls for leaks
PAH41573	Routine/PM	Air Conditioning: Water leaking from unit-Exterior of home: A/C LEAKING
PAH41420	Routine/PM	Dishwasher: Inspect dishwasher: Caller said the dishwasher is not drying the dishes properly, and the nozzle is leaking water. CC-SGE Contact (b) (6), (b) (7)(C)
PAH41477	Routine/PM	Air Conditioning: Water leaking from unit-interior of home: A/C LEAKING
PAH41538	Routine/PM	Toilets: Toilet leaking at supply valve: caller says that toilet in master bathroom runs for longer than it should and that it is leaking water from the tank. (b) (6), (b) (7)(C) says this only happens when upon flushing (b) (6), (b) (7)(C) cc/rlb

(b) (6), (b) (7)(C)

PAH41514	Routine/PM	Air Conditioning:Other::CLEAN AND INSPECT A/C UNIT THERE IS A MOLD AND MILDEW SMELL COMING FROM THE A/C VENTS
PAH41459	Urgent	Sink:Sink leaking:faucet brkn sink lkng
PAH41533	Emergency	Air Conditioning:Water leaking from unit-interior of home:A/C LEAKING
PAH40877	Routine/PM	Windows & Screens:Clean windows and screens:Returning to replace 4 double pane window. //The (3) double paned windows inside of the living room have growing mold. Resident request they either cleaned or replaced. Also, the lanai door inside the dining room has mold growing as well. Resident request they either cleaned or replaced. resident# (b) (6), (b) (7) cc: tmn
PAH41523	Routine/PM	Air Conditioning:Other::AC WATER LEAKING IN UTILITY ROOM AND GOING INTO THE HOUSE
ULU49549	Emergency	Sink:Sink leaking:the sink pipe is dislocated and water is getting evervwhere. phone number is (b) (6), (b) (7) . cc lrs
ULU49262	Routine/PM	Sink:Sink leaking:LEAKIN UPSTRS MASTERBATRM SINK FAUCET
ULU49518	Emergency	Air Conditioning:Water leaking from unit-interior of home:Caller states that the A/C unit is leaking inside their home on both levels. Upstairs there is a puddle of water next to the unit and downstairs the water is dripping from the ceiling and there is a huge bubble in the ceiling. Caller is concerned as leak is close to electronics downstairs. EMG (b) (6), (b) (7) CC ARW
ULU49452	Routine/PM	Sink:Sink leaking:The downstairs, powder room has a slow leak in the faucet of the sink.
ULU49485	Routine/PM	Refrigerator:Other::REFRIGERATOR LEAK
WAIK0375	Routine/PM	Air Conditioning:Lubricate / service system: (b) (6), (b) (7) sees mold growing out of the a/c vents, (b) (6), (b) (7) would like them cleaned (b) (6), (b) (7)
WAIK0355	Routine/PM	Toilets:Other::TOILET LEAKS WHEN FLUSH
WAIK9701	Routine/PM	(b) (6), (b) (7)(C) Inspection-Mold scope:No mold found in kitchen sink cabinet.
WAIK0431	Emergency	Refrigerator:Unit leaking water:Water is leaking from the drink dispenser down the front of the refrigerator.
WAIK0371	Routine/PM	Sink:Other::REPAIR KITCHN SINK LEAK
WAIK0300	Urgent	Toilets:Toilet leaking around base: **ADD ON**1.5 BATH TOILET IS LEAKING
WAIK0402	Routine/PM	Dishwasher:Unit leaking:Caller stated that dishwasher is leaking from top and bottom cc: AXC: (b) (6), (b) (7) (b) (6), (b) (7)(C)): Inspection-Mold scope:mold scope master bath
WAIK0359	Routine/PM	Toilets:Toilet leaking around base:Caller stated (b) (6), (b) (7) notice (b) (6), (b) (7) toliet leaking water and request someone tocome out and fix it. CC JMM (b) (6), (b) (7)
WAIK0436	Routine/PM	HVAC Ducts/Vents: Inspection:Clr states that there might be mold in the vents located in the living room and the bedrooms. CC IXM (b) (6), (b) (7)
WAIK0266	Routine/PM	Ceilings:Ceiling leaking:clr stated there is a leak in the walls. (b) (6), (b) (7) ccjxa

(b) (6), (b) (7)(C)

WAIK0441	Routine/PM	Sink:Sink leaking:HOSE ON SINK SPRAYING WATER OUT BOTH WAYS/ UNDERNEATH AND ABOVE SINK
WAIK0342	Routine/PM	Baseboards:Other:: Caller has water from the baseboard in the bathroom and [REDACTED] thinks [REDACTED] sees black mold.
WAIK0343	Urgent	(b) (6), (b) CC/RTW Ceilings: Ceiling leaking: ceiling i sleaking from the a/c unit.cc-ach (b) (6),
WAIK0348	Routine/PM	Air Conditioning:Other:: AC LEAKING THRU DINING ROOM CEILING
WAIK0528	Urgent	Air Conditioning: Water leaking from unit-interior of home: Clr states that the air condensor is leaking. CC IXM (b) (6), (b)
WAIK0514	Routine/PM	(b) (6), (b) (7)(C)): Inspection-Mold scope: MOLD SCOPE IN HVAC UTILITY RM

CASM1239	Emergency	Alarm - Carbon Monoxide: Not operating/alarm going off: carbon monoxide alarm is malfunctioning
HALO6338	Routine/PM	Garage Door / Opener: Remote control not working:
HALO6365	Urgent	Doors: Door won't latch or lock: resident called in to report that the lockset is not working properly
HALO6248	Routine/PM	Doors: Door won't latch or lock: SLIDING GLASS DOOR WON'T LOCK/LATCH
HALO6249	Routine/PM	Doors: Door won't latch or lock: SLIDING GLASS DOOR WON'T LOCK/LATCH
HALO6275	Urgent	Garage Door / Opener: Remote control not working: [REDACTED] has only 1 remote and its broken
HALO6283	Routine/PM	Garage Door / Opener: Other:: GARAGE DOOR NOT CLOSING PROPERLY
HALO6198	Routine/PM	Doors: Door won't close: The garage door will only close part way and then it goes back up again. cc: lmw (b) (6), (b)
HALO6204	Urgent	Garage Door / Opener: Other:: **ADD ON** GARAGE DR WONT CLOSE, SECURE GARAGE DOOR, STRAPS/BANDS ARE BROKEN AND HAVING THE DOOR HANG HALF WAY
HALO6314	Routine/PM	Doors: Other:: INSTALL DOOR KNOB FOR GARAGE DR
HALO6237	Routine/PM	Alarm - Smoke: Other:: R/R ALL SMOKE ALARMS NOT WORKING PROPERLY
HALO6238	Emergency	Alarm - Smoke: Going Off: ALL SMOKE ALARMS GOING OFF/ NOT CHIRPING
HALO6225	Emergency	Locks & Keys: Lockset needs to be rekeyed: house was broken into and needs to be rekeyed
HALO6241	Routine/PM	Doors: Lockset requires repair / replacement: CHANGE OUT LOCKSET
HELE4036	Routine/PM	Alarm - Smoke: Other:: caller stste the fire alarm continues to chirp as if the batteries need changing. CC JMM (b) (6), (b)
KALU4656	Routine/PM	Doors: Other:: REPAIR GLASS SLIDING DR LOCK NOT LOCKING
KALU4661	Routine/PM	Garage Door / Opener: Other:: GARAGE DOOR WON'T CLOSE/ RES HAS TO LEAVE OUT OF TOWN
KALU4707	Routine/PM	Alarm - Carbon Monoxide: Install new detector: Install 2 new co2 detectors
KALU4715	Routine/PM	Garage Door / Opener: Other:: **PTE ON FILE. GARAGE DOOR NOT CLOSING
KALU4740	Routine/PM	Alarm - Smoke: Malfunctioning: INSTALL SMK ALRMS
KALU4736	Routine/PM	Garage Door / Opener: Other:: GARAGE DOOR INOP/ HINGES & SCREWS LOOSE

KAPO1216	Routine/PM	Alarm - Smoke: Other:: HALL SMK ALRMS CHIRP 4 LITS INOP 2 IN MSTR BTH 1 IN BDRM 1 IN ENTRY WAY RPL MSTR TUB STOP RPL 2 LVGRM
KAPO1217	Routine/PM	SCRNS SOLAR WTR HTR TIMER INOP Alarm - Smoke: Other:: HALL SMK ALRMS CHIRP 4 LITS INOP 2 IN MSTR BTH 1 IN BDRM 1 IN ENTRY WAY RPL MSTR TUB STOP RPL 2 LVGRM
MAMC5942	Emergency	SCRNS SOLAR WTR HTR TIMER INOP Alarm - Smoke: Malfunctioning: SMOKE ALARMS STILL CHIRP AFTER BATT REPLACEMENT
MAMC5988	Routine/PM	Doors: Door won't open: Clr said the door that leads out to the garage is locking out, states is needing to get the knob replaced. cc gmb
MAMC5889	Routine/PM	(b) (6), (b) Doors: Door won't latch or lock: screen door wont lock
MAMC5891	Routine/PM	Alarm - Smoke: Other:: rewire three smoke alarm
MAMC5959	Routine/PM	Doors: Door requires repair / replacement: RPR SCRNR DR LOCK
MAMC5945	Routine/PM	Doors: Door knob loose/missing: DOOR TO GARAGE DOORKNOB LOOSE
MAMC5896	Routine/PM	Doors: Door knob loose/missing: GARAGE ENTRY DOOR KNOB LOOSE
MAMC5928	Emergency	Alarm - Security: Malfunctioning: Caller says alarm went off for no reason and now it is beeping, and needs service
MAMC6042	Emergency	(b) (6), (b) DTF Alarm - Smoke: Malfunctioning: They moved in yesterday. 2 seperate alarms have been going off back to back every minute or so, they got sleep at all last night. called this morning at 7:00 am, someone was supposed to come out and fix. They get home tonight and they're still going off. (b) (6), (b) . : CCALM.
MAMC6010	Routine/PM	Alarm - Security: Other:: resident said that their alarm system beeps at night
MAMC5952	Routine/PM	Alarm - Security: Malfunctioning: INTERMITTENTLY GOING OFF
MAMC5920	Routine/PM	Doors: Lockset requires repair / replacement: ENTRY DR LOCKSET INOP
MAMC5921	Routine/PM	Garage Door / Opener: Remote control not working: GRG REMOTES INOP
MAMC5705	Routine/PM	Alarm - Security: Other:: ALARM SYSTEM BEEPS EVERY 10MIN GAVE CODE STOPPED BEEPING NOW
MOKO0367	Emergency	Alarm - Smoke: Going Off: SMOKE ALARM GOING OFF NEED TO REPLACE TWO OF THEM AND FALLING OUT THE CEILING
MOKO0376	Routine/PM	Alarm - Smoke: Malfunctioning: Clr stated that changes the batteries in the smoke detector but it is still going off. is needing someone to come out and fix this matter.
MOKO0370	Routine/PM	(b) (6), (b) CC/SSS Doors: Door knob loose/missing: **PTE** door knob missing retaining pin.
MOKO0371	Routine/PM	Doors: Door won't latch or lock: front screen door will not secure.
MOLO9995	Urgent	Doors: Door won't open: garage door to the house wont open
MOLO9162	Routine/PM	Doors: Door knob loose/missing: Clr stated the door is not working. CC JMM (b) (6), (b)
MOLO0257	Emergency	Locks & Keys: Entry lock needs to be changed: PUT TEMPORARY DOOR LOCK ON GARAGE DOOR
MOLO0432	Routine/PM	Doors: Other:: NEED TO PIN DOOR (REF ATTACHED*)
MOLO9892	Routine/PM	Alarm - Smoke: Other:: REINSTALL SMOKE ALARM IN BDRM

MOLO0451	Urgent	Garage Door / Opener: Other: : **PLEASE CALL** 281-770-7186**GARAGE DR DOESNT' WORK 1/2 TEH TIME WORKS 2/3 MOSTLY, CAN'T GO DOWN. SECURE GD
MOLO9044	Routine/PM	Garage Door / Opener: Door won't open: The garage door will not close. The cable is off the right pully. (b) (6), (b) : CCALM.
MOLO0278	Routine/PM	Garage Door / Opener: Other: : **PTE** There is a combination of both door not working, light not working, and the remote not working. We try and close the garage door with the remote and it doesn't work sometimes. Sometimes we have to hold the white button inside the garage the whole time in order for the door to close. Sometimes we leave the house with the garage door being closed and then come back home to the door being open.
MOLO0282	Routine/PM	Doors: Door won't latch or lock: The door going to the back yard does not stav latched.
MOLO0312	Routine/PM	Doors: Door won't latch or lock: *PTE* The door that is in the garage that goes out to the backyard does not latch and stay closed. I previously put in a request to have this fixed and told the representative to give the locksmith permission to enter my home since I am working during the day and failed to attach the permission slip to his email. So I am submitting this request again!
MOLO9966	Urgent	Alarm - Smoke: Other: : The batteries need to be replaced on the smoke detectors. They are currently beeping.
MOLO0352	Routine/PM	Doors: Door knob loose/missing: knob came off completely
MOLO0349	Routine/PM	Alarm - Smoke: Going Off: smoke alarms keep going off in the middle of the night and has kids and this cant keep happening....phone (b) (6), (b) .cc. ads
MOLO0466	Emergency	Alarm - Smoke: Going Off: Caller said the smoke alarm went off and when pushed the bottom it shut off but thay all came on again a couple times. cc/kls (b) (6), (b)
MOLO0478	Routine/PM	Alarm - Smoke: Going Off: Caller said the smoke alarm went off and when pushed the bottom it shut off but thay all came on again a couple times. cc/kls (b) (6), (b)
MOLO0408	Routine/PM	Bedrooms: Other: : Fire alarm or carbon minoxide alarm in upstairs bedroom beeps on/off. Lat night it was constantly beeping, but now it's not beeping right now. It normally happens in the middle of the day and all night. Please ckeck soon because the beeping sound all night is annoying.
MOLO0503	Urgent	Doors: Door won't latch or lock: The back door knob will not lock and the knob is getting stuck. (b) (6), (b) cc. ait
MOLO9998	Routine/PM	Garage Door / Opener: Other: : GARAGE DOOR NOT CLOSING AT TIMES
MOLO0500	Routine/PM	Alarm - Smoke: Going Off: SMOKE DETECTORS BEEPING OFF AND ON ALL NIGHT
MOLO0189	Routine/PM	Alarm - Smoke: Other: : REPLACE BATTERIES IN ALL SMOKE ALARMS
MOLO9975	Routine/PM	Alarm - Smoke: Other: : REINSTALL 2 SMOKE ALARMS
MOLO0017	Routine/PM	Doors: Other: : REPAIR SLIDING GLASSDOOR LATCH BROKEN
MOLO0018	Routine/PM	Doors: Other: : GARAGE DOOR KNOB/LOCK NOT WORKING
MOLO0020	Routine/PM	Windows & Screens: Other: : REPLACE SECURITY SENSORS ON KITCHN WINDOWS

MOLO0326	Urgent	Garage Door / Opener: Door won't open: door will not open/ close (b) (6), (b) cc:cci
MOLO0114	Emergency	Windows & Screens: Other: : WINDOW LOCK BROKEN
MOLO9958	Routine/PM	Doors: Other: : R/R GARAGE DOOR LOCK. DOOR KNOB DAMAGE
MOLO9947	Routine/PM	Garage Door / Opener: Remote control not working: The remote needs to be replaced. Phone number is (b) (6), (b) . CC LRS
MOLO0307	Routine/PM	Garage Door / Opener: Door won't open: The garage door motor is not working. CC SFJ (b) (6), (b)
MOLO9166	Routine/PM	Garage Door / Opener: Other: : Door doesn't always open when pressing remote or wall opener. At least once a day we have to pull red rope to get it to open. It also seems very slow when opening.
MOLO0117	Routine/PM	Garage Door / Opener: Other: : RESIDENT CAN'T CLOSE GARAGE DR
MOLO0287	Routine/PM	Alarm - Security: Other: : RESIDENT CALLED IN AND SAID THAT HER ALARM CHIMES ARE MALFUNCTIONING
MOLO0360	Routine/PM	Alarm - Security: Other: : NEED TO SHUT OFF CHIMES
MOLO0111	Routine/PM	Doors: Lockset requires repair / replacement: SLDG GLS DR LOCK INOP
MOLO0271	Routine/PM	Alarm - Smoke: Malfunctioning: Clr stated that [REDACTED] has 4 smoke detectors that are needing battery changing. (b) (6), (b) cc/ss
MOLO9116	Routine/PM	Alarm - Smoke: Other: : REPLACE ALL SMOKE ALARM BATTERIES
MOLO0119	Routine/PM	Garage Door / Opener: Remote control not working: both inop
MOLO0371	Routine/PM	Alarm - Smoke: Malfunctioning: Clr states that the fire alarm has fallen off the wall and they need some one to come out and fix it. (b) (6), (b) CCMAC
MOLO0423	Routine/PM	Doors: Door knob loose/missing: BACK DOOR KNOB LOOSE
MOLO0464	Routine/PM	Alarm - Carbon Monoxide: Not operating/alarm going off: C/O DEFECTIVE ALARMS
MOLO0358	Routine/PM	Alarm - Security: Malfunctioning: WONT STOP BEEPING
MOLO0449	Routine/PM	Doors: Lock Out: HOUSE KEYS DO NOT WORK IN CERTAIN LOCKSET FOR THE HOUSE
MOLO0184	Routine/PM	Garage Door / Opener: Remote control not working: resident called and said that her garage door remote is not working properly
MOLO0223	Routine/PM	Garage Door / Opener: Other: : REPAIR GARAGE DOOR OPENER ON THE WALL THAT IS INOP
MOLO0139	Routine/PM	Locks & Keys: Other: : REPAIR MAIN DOOR LOCK/KNOB LOOSE
MOLO0331	Routine/PM	Alarm - Smoke: Other: : SMOKE ALARM LOOSE FROM CEILING
MOL22383	Emergency	Alarm - Smoke: Malfunctioning: there is an odd beep coming from the alarm, it is not sounding and it is not the battery reminder, it is an odd intermittent beep (b) (6), (b)
MOL22374	Emergency	Alarm - Smoke: Going Off: alarm going off (b) (6), (b) ccixa
MOL22395	Routine/PM	Alarm - Smoke: Other: : R/R SMOKE ALARMS IN THE HOUSE
MOL22405	Emergency	Alarm - Smoke: Malfunctioning: He states that it keeps going off every five minutes. CC SF (b) (6), (b)

MOL22398	Routine/PM	Garage Door / Opener: Remote control not working: resident called and said that [REDACTED] garage door opener is malfunctioning
MOL22394	Routine/PM	Alarm - Security: Other:: Need battery replaced on 1 in the house. [REDACTED] would like to sched for Friday 1/15 from 3p-5p.
NAUL4782	Routine/PM	Doors: Door requires repair / replacement: SLDNG GLSS DR GLASS PANE MISSING HOLE
PAHO2254	Routine/PM	Garage Door / Opener: Other:: Clr states that the garage door panel is not connected on one side. CC IXM (b) (6), (b) (7)(C)
PAHO2670	Routine/PM	Garage Door / Opener: Door won't open: Caller reports garage door will not open. The motor runs. [REDACTED] does not know what the actual problem is. [REDACTED] requests Maintenance check this during [REDACTED] scheduled appointment Tues 1/20/2015 1-3pm. (b) (6), (b) (7)(C)
PAHO2635	Routine/PM	Alarm - Smoke: Other:: SMOKE ALARM GOING OFF
PAHO2650	Routine/PM	Garage Door / Opener: Remote control not working: GRG REMOTES INOP
PAHO2627	Routine/PM	Garage Door / Opener: Other:: GARAGE DOOR INOP
PAHO2557	Urgent	Alarm - Smoke: Other:: needs help changing the battery. (b) (6), (b) (7)(C)
PAHO2296	Routine/PM	Garage Door / Opener: Inspect garage door opener: The door does not always work. They have to play with it. cc jes (b) (6), (b) (7)(C)
PAHO2546	Routine/PM	Doors: Lockset requires repair / replacement: Utility door outside house will not open. Our house keys will not turn and WD-40 does not help
PAHO2638	Routine/PM	Garage Door / Opener: Other:: GRG REMOTES, CNTRL PANEL AND DR INOP
PAHO2607	Routine/PM	Hallways / Entryway: Other:: Fire alarm in hallway chirping
PAHO2277	Urgent	Garage Door / Opener: Door won't open: Clr says [REDACTED] garage door will not open, [REDACTED] is not able to get [REDACTED] car out. WEF --CC (b) (6), (b) (7)(C)
PAHO2625	Routine/PM	Garage Door / Opener: Inspect garage door opener: resident called in and reported that [REDACTED] garage door opener is not working properly
PAHO2733	Urgent	Locks & Keys: Entry lock not working: CORE CAME OUT OF FRONT DOOR KNOB
PAHO2563	Routine/PM	Alarm - Smoke: Other:: REPLACE EXPIRED SMOKE DETECTOR
PAHO2559	Routine/PM	Doors: Door won't close: the key turn the lock but door wont close
PAH41551	Urgent	Doors: Door won't open: deadbolt will unlock, door will unlock, handle will twist but the door will not open....phone (b) (6), (b) (7)(C)cc gds
PAH41389	Routine/PM	Doors: Door won't latch or lock: ADJUST STRIKER PLATE
PAH41391	Routine/PM	Alarm - Smoke: Malfunctioning: SMOKE AND CARBON M. DET. ALARMS MALFUNCTIONING
PAH41467	Routine/PM	Alarm - Smoke: Malfunctioning: It has been going off every morning at this time
PAH41368	Urgent	Doors: Lanai / Screen sliding door will not lock: Caller states that [REDACTED] back patio sliding door will not lock, and [REDACTED] needs someone to come out and fix it. (b) (6), (b) (7)(C) CCMDW
PAH41380	Emergency	Alarm - Smoke: Malfunctioning: smoke alarms chirping even after batt replacement
PAH41379	Routine/PM	Garage Door / Opener: Other:: WILL NOT OPEN

(b) (6), (b) (7)(C)

PAH41107	Routine/PM	Garage Door / Opener: Other: : GRG DR CNTRL PAD INOP
PAH41431	Routine/PM	Alarm - Smoke: Going Off: The smoke alarm has gone off 5 times tonight.
PAH41516	Emergency	Alarm - Carbon Monoxide: Not operating/alarm going off: beeping and going off... (b) (6), (b) (7) .cc mac
PAH41371	Routine/PM	Alarm - Smoke: Malfunctioning: AFTER BATTS C/O CHIRPS
PAH41575	Routine/PM	Doors: Lockset requires repair / replacement: BACK ENTRY DOOR LOCKING MECH INOP
PAH41481	Emergency	Alarm - Smoke: Malfunctioning: keeps going off for no reason. Call 1st- will call neighbor to meet technician.
PAH41460	Urgent	Doors: Door won't latch or lock: SLIDING GLASS DOOR WON'T LOCK/LATCH
ULU49535	Urgent	Doors: Lockset requires repair / replacement: Clr states that the door knob has fallen off the door with the lockset and needs some one to come out and fix the issue ASAP. # (b) (6), (b) CCMAC
ULU49263	Routine/PM	Garage Door / Opener: Other: : THE GARAGE DOOR IS NOT WORKING PROPERLY
ULU49523	Routine/PM	Garage Door / Opener: Other: : Caller stated the garage door does not open and close properly. CC JMM (b) (6), (b)
ULU49525	Routine/PM	Garage Door / Opener: Other: : door stopper is broken CC JMM (b) (6), (b)
ULU49260	Routine/PM	Windows & Screens: Window lock requires repair / replacement: All of the safety latches in the bedrooms are broken, there's 3 of them. It's now very easy for her 1 1/2 year old to climb up and open the windows. (b) (6), (b) (7) : CCALM.
ULU49256	Routine/PM	Dryer: Other: : REPAIR GARAGE DOOR ELECTRONICALLY
ULU49446	Emergency	Alarm - Smoke: Malfunctioning: Smoke alarm emitting single beep approximately 40 seconds apart. Backup battery has been replaced and test button pushed.
WAIK0374	Routine/PM	Alarm - Smoke: Other: : REPAIR SMOKE ALARM GOING OFF
WAIK0504	Routine/PM	Alarm - Security: Inspect alarm: *PTE ONLINE* Alarm keypad has a steady yellow light and made a noise for about 20 minutes then stopped. cc: blc
WAIK0556	Routine/PM	Garage Door / Opener: Other: : GRG DR NOT CLOSING
WAIK9888	Routine/PM	Windows & Screens: Other: : BEDRM 3 CHILD LOCK LATCH STICKS (GRAY LATCH)
WAIK9890	Routine/PM	Alarm - Smoke: Other: : HALLWAY FIRE ALARM IF OFF MOUNT AND HANGING BY THE WIRES
WAIK0458	Routine/PM	Garage Door / Opener: Door won't open: The garage door will not "Close", it is stuck in the open position. (b) (6), (b) (7) cc: tmn
WAIK0448	Routine/PM	Garage Door / Opener: Other: : Clr states garage will not close completely CC: AMJ (b) (6), (b)
WAIK0383	Routine/PM	Garage Door / Opener: Remote control not working: CAR AND WALL REMOTES
WAIK0562	Emergency	Alarm - Carbon Monoxide: Not operating/alarm going off: Clr said the alarm is going off, states it has error first alert. cc gmb (b) (6), (b)

WAIK0280	Routine/PM	Garage: Other:: Caller stated that his garage door will not close cc mxw (b) (6), (b) (7)(C)
WAIK0565	Emergency	Alarm - Smoke: Other:: Caller that all of her smoke alarms are beeping continually as if the battery needs to be replaces. (b) (6), (b) (7)(C) CC/GDR
WAIK0566	Emergency	Alarm - Carbon Monoxide: Other:: Caller states that the carbon monoxide is reading high, and would like it looked at. ■■■ states its reading 65 and was told it shold be reading 55. (b) (6), (b) (7)(C) CC/GDR
WAIK0455	Routine/PM	Alarm - Smoke: Malfunctioning: SMK ALRMS BEEPING AFTER BATTS C/O
WAIK0399	Routine/PM	Alarm - Smoke: Malfunctioning: Both the smoke and security are going off and they can't shut them off. They're actually outside. They had to take the batteries out. (b) (6), (b) (7)(C) . : CCALM.
WAIK0578	Emergency	Garage Door / Opener: Other:: Garage door will only close half way. cc: blc (b) (6), (b) (7)(C)
WAIK9853	Routine/PM	Garage Door / Opener: Other:: GARAGE CORD IS HANGING AND BOLTS COME OUT IT COMES HALFWAY UP AND IT WONT CLOSE
WAIK0301	Urgent	Alarm - Smoke: Going Off: again. Pls replace smoke alarm this time.
WAIK0321	Routine/PM	Alarm - Smoke: Inspect alarm: SMOKE ALARM INOP
WAIK0292	Routine/PM	Garage Door / Opener: Other:: scope metal lever bent
WAIK0295	Routine/PM	Alarm - Carbon Monoxide: Other:: Caller unplugged alarm and broke a wire. ■■■ needs it replaced. (b) (6), (b) (7)(C) cc: cxw
WAIK0377	Routine/PM	Garage Door / Opener: Remote control not working: The controllers are not working to open the garage, it has to be opened manually. CC MMS
WAIK0352	Routine/PM	Alarm - Smoke: Malfunctioning: alarm keeps beeping. Phone number 808-627-2517. CC LRS
WAIK0408	Emergency	Garage Door / Opener: Door won't open: clr stated that ■■■ has change the batteries to the garage remote, and is unable to get her garage door to open. (b) (6), (b) (7)(C) cc/ccc
WAIK0486	Routine/PM	Alarm - Security: Other:: SECURITY ALARM GOING OFF
WAIK0286	Routine/PM	Garage Door / Opener: Remote control not working: GRG DR REMOTE INOP
WAIK0349	Routine/PM	Garage Door / Opener: Door won't open: Caller states that her garage door wont open nor close, becasue it's missing a screw. They did put a temporary one, but it came off. ccmah (b) (6), (b) (7)(C)
WAIK0426	Routine/PM	Garage Door / Opener: Other:: GRG DR WONT CLOSE
WAIK0468	Urgent	Garage Door / Opener: Other:: garage door won't close
WAIK0547	Routine/PM	Doors: Other:: R/R GARAGE DOOR KNOB. UNABLE TO OPEN FROM THE OUTSIDE
WAIK0513	Routine/PM	Doors: Lanai / Screen sliding door will not lock: KICK LOCK IS BROKEN REMOVED

WAIK0511	Routine/PM	Alarm - Carbon Monoxide: Not operating/alarm going off: The carbon monoxide alarm is going off and may need new batteries. Contact number is (b) (6), (b) (7)(C) cc LFF
WAIK0438	Routine/PM	Alarm - Security: Malfunctioning: RPL SEC ALRM BATTS
WAIK0290	Routine/PM	Alarm - Smoke: Malfunctioning:
HALO6234	Routine/PM	Pest Control: Ants/spiders/other insects observed: INT/EXT MILIPEDES
HELE4045	Routine/PM	Pest Control: Ants/spiders/other insects observed: EXT ANTS ROACHES
HELE4051	Routine/PM	Pest Control: Other: : WASP NEST BY TRASH ENCLOSURE
KALU4729	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: MICE IN HOUSE
MAMC5986	Routine/PM	Roof: Other: : spray and remove wasps nest on over hang. wasp all over.
MAMC5906	Routine/PM	Exterior: Other: : EXT OF HOUSE AND MULTIPLE WASP NEST
MAMC5680	Routine/PM	Roof: Other: : REMOVE BIRD NEST ROOF ATTIC ENTRY AND SEAL ENTRY
MAMC5665	Routine/PM	(b) (6), (b) (7)(C) Other: : remove birds from attic
MOLO0115	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: set traps
MOLO0207	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: RODENTS
MOLO0508	Routine/PM	Pest Control: Other: : REMOVE WASP NEST FROM BUSHES IN FRONT
MOLO0003	Routine/PM	Gutters & Downspouts: Other: : REMOVE WASP NEST FROM GUTTERS IN THE FRONT OF THE HOME
MOLO0201	Routine/PM	Doors: Threshold requires repair / replacement: We had pest control come out for a centipede problem. ■ told us they are easily getting in through the large gaps under the screen and main door.
MOLO0124	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: SET RAT TRAPS T/O HOME
MOLO0431	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: SET RAT TRAPS T/O HOME
MOLO0048	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: RESIDENT CALLED IN TO REPORT THAT THEY NOTICED RAT DROPPINGS IN THE GARAGE. ALSO RATS ARE CHEWING UP THE BOTTOM PIECE OF THE GARAGE DOOR
MOLO0242	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: RODENT FOUND IN UPSTRS BEDRM SET UP TRAPS
MOLO0450	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: INT MICE
MOLO0518	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: **ADD ON PICK UP TRAPS IN ATTIC AND RESET TRAPS
MOLO8903	Routine/PM	Doors: Other: : SCOPE DOOR FROM IN GARAGE FOR TERMITE DAMAGE
MOLO8889	Routine/PM	Pest Control: Ants/spiders/other insects observed: INT SPIDERS
MOLO0231	Routine/PM	Pest Control: Termites observed/suspected: TREAT FOR TERMITES IN SIDE KITCHEN CABINETS
MOLO9100	Routine/PM	Pest Control: Other: : RE-CAULK SLIDING BACK DR FOR ANT ENTRY POINTS

MOLO9103	Routine/PM	Pest Control: Other: : SPRAY INT FOR ANTS AND SPIDERS ONLY ABLE TO DO THIS DAY SINCE █████ PREGOS AND ONLY HAVE HELPERS ON THIS DAY TO MOVE FURNITURE
MOL22414	Routine/PM	Interior: Pest Control: █████ saw mouse in the house.
NAUL4742	Routine/PM	Interior: Pest Control: The previous pest control order for termites was not effective. I am starting to see crumbs of wood on floor--same area as before--master bedroom.
PAHO2570	Routine/PM	Pest Control: Ants/spiders/other insects observed: THERE ARE SPIDERS AND ANTS OBSERVED INSIDE THE HOME
PAHO2578	Routine/PM	Pest Control: Ants/spiders/other insects observed: INT SPIDERS
PAHO2646	Routine/PM	Pest Control: Ants/spiders/other insects observed: TREAT FOR ROACHES AND ANTS
PAHO2678	Routine/PM	Pest Control: Termites observed/suspected: POSSIBLE TERMITES
PAHO2292	Routine/PM	Pest Control: Termites observed/suspected: TERMITES IN HOME
PAHO2605	Routine/PM	Interior: Pest Control: Termite shavings are being found throughout the home
PAHO2642	Routine/PM	Pest Control: Termites observed/suspected: TERMITES KITCHEN CABS
PAHO2272	Routine/PM	Pest Control: Termites observed/suspected: TERMITES OBSERVED IN KITCHEN CABINETS
PAHO2290	Routine/PM	Pest Control: Other: : SCOPE AND REMOVE WASP NEST NEAR WINDOW ABOVE FRONT DR
PAH41104	Routine/PM	Pest Control: Termites observed/suspected: resident called in to report that there looks like termite droppings in the bathroom
PAH41490	Routine/PM	Interior: Pest Control: the areas with the most noticeable increase of insects are the kitchen and entryway. Also the garage.
PAH41436	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: POSSIBLE RODENTS
PAH41544	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: RODENTS
PAH41545	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: RODENTS
ULU49450	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: POSSIBLE RODENTS IN GARAGE AND AROUND THE HOUSE
ULU49527	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: POSSIBLE RODENTS IN THE ATTIC
ULU49517	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: MRS SEEN RODENT RUNNING AROUND IN LIVING ROOM
ULU49498	Routine/PM	Pest Control: Ants/spiders/other insects observed: BLK WIDOW SPIDERS
ULU49532	Urgent	Pest Control: Rats/mice/other rodents observed/suspected: **ADD ON** PICK UP TRAP IN ATTIC
ULU49451	Routine/PM	Pest Control: Other: : I have had the maintenance team member come out for wasps before and █████ could not locate a nest. My █████ and I have located two and believe in the slats of the siding on the second floor, because it is separating from the house, that wasps have formed nests in there as well. I have watched numerous wasps go in and out of that area.

(b) (6), (b) (7)(C)

ULU49457	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: resident called in to report that there are mice observed inside the home.
ULU49458	Routine/PM	Pest Control: Ants/spiders/other insects observed: resident called in to report that there are ants around his home
ULU49484	Routine/PM	Pest Control: Other.: pick up 6 rats and reset traps
ULU49496	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: INT MICE
ULU49515	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: SET TRAPS FOR RODENTS
WAIK0311	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: RODENTS OBSERVED D/
WAIK0460	Routine/PM	Pest Control: Ants/spiders/other insects observed: INT ANTS
WAIK0509	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: RODENTS IN KITCHEN
WAIK9846	Routine/PM	Pest Control: Rats/mice/other rodents observed/suspected: POSSIBLE RODENTS IN KITCHEN
WAIK0298	Routine/PM	Pest Control: Ants/spiders/other insects observed: EXT ANTS ROACHES

HIGH RISK AREA WORK ORDERS COMPLETED - JANUARY

Date/Time Completed	Item Asset	Item Task	Did Forest City complete the work in a timely manner?
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MOLD/WATER LEAK WORK ORDERS COMPLETED - 114 TOTAL

1/26/2015 6:59 PM	Air Conditioning	Other:	
1/22/2015 7:59 AM	Ceilings	Other:	Declined to participate in the survey
1/27/2015 11:21 AM	Toilets	Other:	
1/26/2015 9:15 PM	Water Heater	Unit leaking water	
1/6/2015 6:08 PM	Sink	Other:	
1/4/2015 10:14 PM	Sink	Sink leaking	
1/14/2015 12:33 PM	6306 B Gier St (6306BGIE)	Inspection-Mold scope	
1/6/2015 2:15 PM	Windows & Screens	Inspect windows and screens	
1/9/2015 1:06 PM	Walls	Suspected Mold on walls	
1/13/2015 12:39 PM	Sink	Sink leaking	
1/16/2015 3:12 PM	(b) (6), (b) (7)(C)	Inspection-Mold scope	
1/14/2015 8:55 AM	Toilets	Other:	
1/12/2015 5:38 PM	Flooring	Other:	
1/13/2015 9:31 AM	Toilets	Inspect toilet	
1/31/2015 8:51 AM	Toilets	Other:	
1/29/2015 3:44 PM	Air Conditioning	Other:	
1/21/2015 3:57 PM	Windows & Screens	Inspect windows and screens	
1/6/2015 3:10 PM	Washing Machine	Other:	
1/22/2015 5:33 PM	Water Heater	Other:	
1/15/2015 11:59 AM	Tub / Shower	Other:	
1/5/2015 10:55 AM	Tub / Shower	Tub / shower requires caulking	
1/5/2015 10:56 AM	Doors	Door requires repair / replacement	
1/7/2015 12:04 PM	Tub / Shower	Tub leaking	

1/2/2015 10:10 AM	Toilets	Other:
1/8/2015 2:18 PM	Toilets	Toilet leaking at supply valve
1/29/2015 2:03 AM	Sink	Sink leaking
1/23/2015 4:32 PM	Garbage Disposal	Inspect unit
1/22/2015 2:12 PM	Water Heater	Unit leaking water
1/21/2015 1:01 PM	Sink	Sink leaking
1/6/2015 3:18 PM	Toilets	Toilet clogged / overflowing
1/6/2015 1:43 PM	Refrigerator	Other:
1/13/2015 11:20 AM	Toilets	Other:
1/2/2015 7:01 AM	Water Heater	Unit leaking water
1/1/2015 1:21 PM	Walls	Other:
1/12/2015 6:24 PM	Refrigerator	Unit leaking water
1/14/2015 2:26 PM	Toilets	Toilet cracked / damaged / requires repair
1/5/2015 1:00 PM	Air Conditioning	Water leaking from unit-interior of home
1/14/2015 7:01 PM	Water Heater	Unit leaking water
1/21/2015 1:53 PM	Dishwasher	Unit leaking
1/14/2015 1:54 PM	Garbage Disposal	Other:
1/6/2015 1:17 PM	Air Conditioning	Water leaking from unit-interior of home
1/5/2015 4:12 PM	Water Heater	Unit leaking water
1/7/2015 12:11 PM	Washing Machine	Drain line leaking/spilling water onto floor
1/12/2015 5:39 PM	Sink	Sink leaking

1/24/2015 8:31 AM	Sink	Sink leaking	YES
1/30/2015 12:03 AM	Air Conditioning	Water leaking from unit-interior of home	
1/24/2015 12:08 PM	Air Conditioning	Water leaking from unit-interior of home	
1/5/2015 5:52 PM	Toilets	Toilet clogged / overflowing	
1/26/2015 2:56 PM	Dishwasher	Unit leaking	
1/5/2015 9:01 AM	Sink	Sink leaking	
1/15/2015 3:01 PM	Sink	Other:	
1/27/2015 6:30 PM	Water Heater	Unit leaking water	
1/30/2015 8:11 AM	Sink	Sink leaking	
1/13/2015 6:00 PM	Garbage Disposal	Other:	
1/13/2015 5:37 PM	Air Conditioning	Water leaking from unit-interior of home	
1/30/2015 11:14 AM	Refrigerator	Other:	
1/27/2015 1:24 PM	Toilets	Toilet leaking around base	
1/30/2015 4:25 PM	4912 Brown Drive (4912BROW)	Inspection-Mold scope	
1/7/2015 2:04 PM	Walls	Other:	
1/8/2015 2:10 PM	Tub / Shower	Tub / shower requires caulking	
1/26/2015 3:45 PM	Air Conditioning	Water leaking from unit-interior of home	
1/19/2015 2:01 PM	Walls	Other:	

1/23/2015 11:20 AM	Water Heater	Inspect unit
1/28/2015 10:42 AM	Dishwasher	Unit leaking
1/28/2015 5:18 PM	Refrigerator	Unit leaking water
1/12/2015 12:32 PM	Garbage Disposal	Other:
1/15/2015 2:45 PM	Dishwasher	Other:
1/16/2015 1:40 PM	Toilets	Toilet leaking at supply valve
1/23/2015 3:59 PM	6464 A Woodward Ct (6464AWOO)	Other:
1/27/2015 2:06 PM	Water Heater	Unit leaking water
1/27/2015 4:40 PM	Air Conditioning	Water leaking from unit-interior of home
1/28/2015 10:46 AM	Sink	Sink leaking
1/7/2015 8:23 PM	Water Heater	Unit leaking water
1/7/2015 10:25 AM	Walls	Suspected Mold on walls
1/28/2015 2:13 PM	6597 B Cochran St (6597BCOC)	Inspection-Mold scope
1/27/2015 2:10 AM	Water Heater	Unit leaking water
1/24/2015 2:13 PM	Washing Machine	Other:
1/13/2015 1:59 PM	Dishwasher	Unit leaking
1/13/2015 3:53 PM	Air Conditioning	Water leaking from unit-interior of home
1/6/2015 9:49 PM	Garbage Disposal	Other:
1/7/2015 1:05 PM	(b) (6), (b) (7)(C)	Inspection-Mold scope
1/9/2015 5:22 PM	Water Heater	Unit leaking water
1/16/2015 11:16 AM	(b) (6), (b) (7)(C)	Inspection-Mold scope
1/29/2015 9:10 AM	Air Conditioning	Water leaking from unit-Exterior of home
1/15/2015 2:15 PM	Dishwasher	Inspect dishwasher
1/30/2015 2:11 PM	Air Conditioning	Water leaking from unit-interior of home
1/28/2015 9:38 AM	Toilets	Toilet leaking at supply valve

1/26/2015 3:58 PM	Air Conditioning	Other:
1/15/2015 5:55 PM	Sink	Sink leaking
1/24/2015 4:35 PM	Air Conditioning	Water leaking from unit-interior of home
1/7/2015 3:54 PM	Unable to contact	
	Windows & Screens	Clean windows and screens
1/23/2015 8:04 AM	Air Conditioning	Other:
1/28/2015 1:25 PM	Sink	Sink leaking
1/5/2015 5:04 PM	Sink	Sink leaking
1/19/2015 12:29 AM		
	Air Conditioning	Water leaking from unit-interior of home
1/8/2015 11:04 AM	Sink	Sink leaking
1/21/2015 7:29 PM	Refrigerator	Other:
1/21/2015 3:30 PM	Air Conditioning	Lubricate / service system
1/14/2015 12:03 PM	Toilets	Other:
1/7/2015 11:04 AM	(b) (6), (b) (7)(C)	Inspection-Mold scope
1/17/2015 8:46 AM	Refrigerator	Unit leaking water
1/12/2015 6:33 PM	Sink	Other:
1/6/2015 2:44 PM	Toilets	Toilet leaking around base
1/20/2015 1:00 PM	Dishwasher	Unit leaking
1/14/2015 10:14 AM	(b) (6), (b) (7)(C)	Inspection-Mold scope
1/14/2015 10:16 AM	Toilets	Toilet leaking around base
1/30/2015 9:51 AM	HVAC Ducts/Vents	Inspection
1/21/2015 10:12 AM	Ceilings	Ceiling leaking

1/21/2015 12:23 PM	Sink	Sink leaking
1/14/2015 3:35 PM	Baseboards	Other:
1/11/2015 1:54 PM	Ceilings	Ceiling leaking
1/12/2015 1:52 PM	Air Conditioning	Other:
1/28/2015 2:35 PM	Air Conditioning	Water leaking from unit-interior of home
1/28/2015 11:52 AM	(b) (6), (b) (7)(C)	Inspection-Mold scope

ALARM - CARBON MONOXIDE, SMOKE & SECURITY - WORK ORDERS COMPLETED - 163 TOTAL

1/13/2015 5:01 PM	Alarm - Carbon Monoxide	Not operating/alarm going off
1/30/2015 11:47 AM	Garage Door / Opener	Remote control not working
1/29/2015 2:25 PM	Doors	Door won't latch or lock
1/13/2015 1:33 PM	Doors	Door won't latch or lock
1/13/2015 12:34 PM	Doors	Door won't latch or lock
1/14/2015 3:42 PM	Garage Door / Opener	Remote control not working
1/15/2015 1:14 PM	Garage Door / Opener	Other:
1/13/2015 2:38 PM	Doors	Door won't close
1/7/2015 9:09 AM	Garage Door / Opener	Other:
1/26/2015 10:36 AM	Doors	Other:
1/12/2015 10:34 AM	Alarm - Smoke	Other:
1/8/2015 5:55 PM	Alarm - Smoke	Going Off
1/7/2015 7:15 PM	Locks & Keys	Lockset needs to be rekeyed
1/12/2015 10:44 AM	Doors	Lockset requires repair / replacement
1/13/2015 8:04 AM	Alarm - Smoke	Other:
1/7/2015 11:04 AM	Doors	Other:
1/2/2015 12:33 PM	Garage Door / Opener	Other:
1/8/2015 4:00 PM	Alarm - Carbon Monoxide	Install new detector
1/14/2015 8:55 AM	Garage Door / Opener	Other: YES
1/27/2015 3:00 PM	Alarm - Smoke	Malfunctioning
1/29/2015 11:03 AM	Garage Door / Opener	Other:

1/21/2015 12:05 PM	Alarm - Smoke	Other:	
1/23/2015 3:59 PM	Alarm - Smoke	Other:	
1/13/2015 5:57 PM	Alarm - Smoke	Malfunctioning	
1/22/2015 1:57 PM	Doors	Door won't open	
1/13/2015 3:52 PM	Doors	Door won't latch or lock	
1/13/2015 4:34 PM	Alarm - Smoke	Other:	
1/16/2015 3:15 PM	Doors	Door requires repair / replacement	
1/16/2015 11:07 AM	Doors	Door knob loose/missing	
1/12/2015 2:29 PM	Doors	Door knob loose/missing	
1/12/2015 5:46 PM	Alarm - Security	Malfunctioning	
1/30/2015 7:20 PM	Alarm - Smoke	Malfunctioning	
1/28/2015 5:01 PM	Alarm - Security	Other:	
1/15/2015 5:14 PM	Alarm - Security	Malfunctioning	
1/13/2015 9:48 AM	Doors	Lockset requires repair / replacement	
1/18/2015 10:50 AM	Garage Door / Opener	Remote control not working	
1/5/2015 5:56 PM	Alarm - Security	Other:	
1/7/2015 3:53 PM	Alarm - Smoke	Going Off	Unable to contact
1/26/2015 11:10 AM	Alarm - Smoke	Malfunctioning	
1/27/2015 7:58 AM	Doors	Door knob loose/missing	
1/12/2015 5:40 PM	Doors	Door won't latch or lock	
1/6/2015 9:46 AM	Doors	Door won't open	
1/6/2015 4:52 PM	Doors	Door knob loose/missing	
1/16/2015 9:00 PM	Locks & Keys	Entry lock needs to be changed	
1/27/2015 8:16 AM	Doors	Other:	
1/5/2015 10:00 AM	Alarm - Smoke	Other:	

1/27/2015 5:30 PM	Garage Door / Opener	Other:	
1/7/2015 9:44 AM	Garage Door / Opener	Door won't open	
1/26/2015 9:51 AM			
	Garage Door / Opener	Other:	
1/21/2015 9:09 AM	Doors	Door won't latch or lock	
1/22/2015 9:29 AM			
	Doors	Door won't latch or lock	
1/6/2015 5:54 PM	Alarm - Smoke	Other:	
1/26/2015 9:20 AM	Doors	Door knob loose/missing	
1/23/2015 3:39 PM	Alarm - Smoke	Going Off	
1/28/2015 4:03 AM	Alarm - Smoke	Going Off	
1/30/2015 1:01 PM	Alarm - Smoke	Going Off	
1/27/2015 5:43 PM			
	Bedrooms	Other:	
1/29/2015 2:58 PM	Doors	Door won't latch or lock	
1/6/2015 4:34 PM	Garage Door / Opener	Other:	Unable to contact
1/29/2015 5:44 PM	Alarm - Smoke	Going Off	
1/20/2015 1:45 PM	Alarm - Smoke	Other:	
1/15/2015 10:45 AM	Alarm - Smoke	Other:	
1/7/2015 8:43 AM	Doors	Other:	
1/7/2015 8:43 AM	Doors	Other:	
1/7/2015 10:48 AM	Windows & Screens	Other:	

1/21/2015 5:47 PM	Garage Door / Opener	Door won't open
1/9/2015 3:07 PM	Windows & Screens	Other:
1/6/2015 8:52 AM	Doors	Other:
1/9/2015 2:30 PM	Garage Door / Opener	Remote control not working
1/30/2015 9:17 AM	Garage Door / Opener	Door won't open
1/7/2015 11:44 AM	Garage Door / Opener	Other:
1/12/2015 7:37 AM	Garage Door / Opener	Other:
1/22/2015 4:31 PM	Alarm - Security	Other:
1/23/2015 5:34 PM	Alarm - Security	Other:
1/13/2015 11:16 AM	Doors	Lockset requires repair / replacement
1/21/2015 4:47 PM	Alarm - Smoke	Malfunctioning
1/5/2015 11:06 AM	Alarm - Smoke	Other:
1/12/2015 12:26 PM	Garage Door / Opener	Remote control not working
1/26/2015 4:37 PM	Alarm - Smoke	Malfunctioning
1/29/2015 8:55 AM	Doors	Door knob loose/missing
1/28/2015 5:46 PM	Alarm - Carbon Monoxide	Not operating/alarm going off
1/23/2015 5:35 PM	Alarm - Security	Malfunctioning
1/28/2015 1:48 PM	Doors	Lock Out
1/14/2015 1:05 PM	Garage Door / Opener	Remote control not working
1/15/2015 12:43 PM	Garage Door / Opener	Other:
1/14/2015 12:37 PM	Locks & Keys	Other:
1/26/2015 4:35 PM	Alarm - Smoke	Other:
1/7/2015 4:22 PM	Alarm - Smoke	Malfunctioning
1/2/2015 11:39 PM	Alarm - Smoke	Going Off
1/13/2015 8:58 AM	Alarm - Smoke	Other:
1/18/2015 7:44 PM	Alarm - Smoke	Malfunctioning

1/20/2015 10:58 AM	Garage Door / Opener	Remote control not working
1/20/2015 9:16 AM	Alarm - Security	Other:
1/30/2015 3:21 PM	Doors	Door requires repair / replacement
1/15/2015 9:56 AM	Garage Door / Opener	Other:
1/27/2015 10:00 AM		
	Garage Door / Opener	Door won't open
1/15/2015 5:48 PM	Alarm - Smoke	Other:
1/22/2015 3:26 PM	Garage Door / Opener	Remote control not working
1/30/2015 9:16 AM	Garage Door / Opener	Other:
1/6/2015 5:55 PM	Alarm - Smoke	Other:
1/8/2015 1:26 PM	Garage Door / Opener	Inspect garage door opener
1/7/2015 5:49 PM	Doors	Lockset requires repair / replacement
1/21/2015 3:58 PM	Garage Door / Opener	Other:
1/20/2015 12:33 PM	Hallways / Entryway	Other:
1/15/2015 9:54 AM	Garage Door / Opener	Door won't open
1/16/2015 12:22 PM	Garage Door / Opener	Inspect garage door opener
1/28/2015 12:10 PM	Locks & Keys	Entry lock not working
1/6/2015 12:38 PM	Alarm - Smoke	Other:
1/13/2015 11:06 AM	Doors	Door won't close
1/26/2015 9:03 PM	Doors	Door won't open
1/12/2015 9:55 AM	Doors	Door won't latch or lock
1/9/2015 2:30 PM	Alarm - Smoke	Malfunctioning
1/16/2015 5:53 PM	Alarm - Smoke	Malfunctioning
1/6/2015 5:46 PM	Doors	Lanai / Screen sliding door will not lock
1/7/2015 5:49 PM	Alarm - Smoke	Malfunctioning
1/15/2015 10:17 AM	Garage Door / Opener	Other:

1/5/2015 2:03 PM	Garage Door / Opener	Other:
1/13/2015 6:00 PM	Alarm - Smoke	Going Off
1/23/2015 9:00 AM	Alarm - Carbon Monoxide	Not operating/alarm going off
1/9/2015 10:35 AM	Alarm - Smoke	Malfunctioning
1/30/2015 9:17 AM	Doors	Lockset requires repair / replacement
1/19/2015 4:20 PM	Alarm - Smoke	Malfunctioning
1/15/2015 9:17 PM	Doors	Door won't latch or lock
1/23/2015 9:13 PM	Doors	Lockset requires repair / replacement
1/8/2015 3:30 PM	Garage Door / Opener	Other:
1/23/2015 4:42 PM	Garage Door / Opener	Other:
1/23/2015 4:42 PM	Garage Door / Opener	Other:
1/2/2015 4:00 PM	Windows & Screens	Window lock requires repair / replacement
1/6/2015 9:59 AM	Dryer	Other:
1/3/2015 1:45 PM	Alarm - Smoke	Malfunctioning
1/14/2015 9:55 AM	Alarm - Smoke	Other:
1/29/2015 4:38 PM	Alarm - Security	Inspect alarm
1/30/2015 1:16 PM	Garage Door / Opener	Other:
1/28/2015 2:08 PM	Windows & Screens	Other:
1/7/2015 1:09 PM	Alarm - Smoke	Other:
1/22/2015 3:41 PM	Garage Door / Opener	Door won't open
1/23/2015 11:49 AM	Garage Door / Opener	Other:
1/14/2015 3:56 PM	Garage Door / Opener	Remote control not working
1/30/2015 5:56 PM	Alarm - Carbon Monoxide	Not operating/alarm going off

NO

1/9/2015 2:30 PM	Garage	Other:
1/31/2015 6:03 PM	Alarm - Smoke	Other:
1/31/2015 6:03 PM	Alarm - Carbon Monoxide	Other:
1/26/2015 1:28 PM	Alarm - Smoke	Malfunctioning
1/20/2015 12:09 PM	Alarm - Smoke	Malfunctioning
1/31/2015 6:58 PM	Garage Door / Opener	Other:
1/7/2015 9:45 AM	Garage Door / Opener	Other:
1/6/2015 3:28 PM	Alarm - Smoke	Going Off
1/8/2015 5:55 PM	Alarm - Smoke	Inspect alarm
1/6/2015 4:00 PM	Garage Door / Opener	Other:
1/13/2015 8:04 AM	Alarm - Carbon Monoxide	Other:
1/21/2015 8:42 AM	Garage Door / Opener	Remote control not working
1/13/2015 3:30 PM	Alarm - Smoke	Malfunctioning
1/14/2015 10:17 PM	Garage Door / Opener	Door won't open
1/23/2015 5:34 PM	Alarm - Security	Other:
1/8/2015 11:44 AM	Garage Door / Opener	Remote control not working
1/13/2015 12:00 PM	Garage Door / Opener	Door won't open
1/20/2015 3:59 PM	Garage Door / Opener	Other:
1/22/2015 1:45 PM	Garage Door / Opener	Other:
1/30/2015 9:40 AM	Doors	Other:
1/29/2015 5:44 PM	Doors	Lanai / Screen sliding door will not lock

1/28/2015 4:40 PM	Alarm - Carbon Monoxide	Not operating/alarm going off
1/21/2015 9:42 AM	Alarm - Security	Malfunctioning
1/9/2015 3:37 PM	Alarm - Smoke	Malfunctioning
PEST INFESTATION WORK ORDERS COMPLETED - 56 TOTAL		
1/15/2015 9:43 AM	Pest Control	Ants/spiders/other insects observed
1/22/2015 12:22 PM	Pest Control	Ants/spiders/other insects observed
1/15/2015 2:18 PM	Pest Control	Other:
1/22/2015 12:22 PM	Pest Control	Rats/mice/other rodents observed/suspected
1/20/2015 3:04 PM	Roof	Other:
1/14/2015 3:27 PM	Exterior	Other: YES
1/12/2015 1:38 PM	Roof	Other:
1/9/2015 4:09 PM	7272 Elm Place (7272ELMP)	Other:
1/15/2015 9:43 AM	Pest Control	Rats/mice/other rodents observed/suspected
1/22/2015 12:22 PM	Pest Control	Rats/mice/other rodents observed/suspected
1/30/2015 1:23 PM	Pest Control	Other:
1/8/2015 3:57 PM	Gutters & Downspouts	Other:
1/15/2015 1:45 PM	Doors	Threshold requires repair / replacement
1/15/2015 9:43 AM	Pest Control	Rats/mice/other rodents observed/suspected
1/30/2015 8:47 AM	Pest Control	Rats/mice/other rodents observed/suspected
1/9/2015 2:53 PM	Pest Control	Rats/mice/other rodents observed/suspected
1/22/2015 12:22 PM	Pest Control	Rats/mice/other rodents observed/suspected
1/30/2015 8:47 AM	Pest Control	Rats/mice/other rodents observed/suspected
1/30/2015 5:55 PM	Pest Control	Rats/mice/other rodents observed/suspected
1/16/2015 11:17 AM	Doors	Other:
1/2/2015 8:15 AM	Pest Control	Ants/spiders/other insects observed
1/22/2015 12:22 PM	Pest Control	Termites observed/suspected YES
1/5/2015 3:29 PM	Pest Control	Other:

1/30/2015 8:47 AM	Pest Control	Other:
1/30/2015 8:47 AM	Interior	Pest Control
1/15/2015 9:43 AM	Interior	Pest Control
1/9/2015 2:53 PM	Pest Control	Ants/spiders/other insects observed
1/15/2015 9:43 AM	Pest Control	Ants/spiders/other insects observed
1/30/2015 8:47 AM	Pest Control	Ants/spiders/other insects observed
1/30/2015 8:47 AM	Pest Control	Termites observed/suspected
1/9/2015 2:53 PM	Pest Control	Termites observed/suspected
1/22/2015 12:22 PM	Interior	Pest Control
1/30/2015 8:47 AM	Pest Control	Termites observed/suspected
1/9/2015 2:53 PM	Pest Control	Termites observed/suspected
1/8/2015 12:03 PM	Pest Control	Other:
1/2/2015 8:15 AM	Pest Control	Termites observed/suspected
1/30/2015 8:47 AM	Interior	Pest Control
1/15/2015 9:43 AM	Pest Control	Rats/mice/other rodents observed/suspected
1/30/2015 8:47 AM	Pest Control	Rats/mice/other rodents observed/suspected
1/30/2015 8:47 AM	Pest Control	Rats/mice/other rodents observed/suspected
1/14/2015 9:23 AM	Pest Control	Rats/mice/other rodents observed/suspected
1/30/2015 8:47 AM	Pest Control	Rats/mice/other rodents observed/suspected
1/22/2015 12:22 PM	Pest Control	Rats/mice/other rodents observed/suspected
1/22/2015 12:22 PM	Pest Control	Ants/spiders/other insects observed
1/23/2015 6:04 PM	Pest Control	Rats/mice/other rodents observed/suspected
1/8/2015 3:11 PM	Pest Control	Other:

YES but it took a long time to make an appointment

1/9/2015 2:53 PM	Pest Control	Rats/mice/other rodents observed/suspected
1/9/2015 2:53 PM	Pest Control	Ants/spiders/other insects observed
1/8/2015 3:51 PM	Pest Control	Other:
1/22/2015 12:22 PM	Pest Control	Rats/mice/other rodents observed/suspected
1/22/2015 12:22 PM	Pest Control	Rats/mice/other rodents observed/suspected
1/15/2015 9:43 AM	Pest Control	Rats/mice/other rodents observed/suspected
1/30/2015 8:47 AM	Pest Control	Ants/spiders/other insects observed
1/30/2015 8:47 AM	Pest Control	Rats/mice/other rodents observed/suspected
1/2/2015 8:15 AM	Pest Control	Rats/mice/other rodents observed/suspected
1/9/2015 2:53 PM	Pest Control	Ants/spiders/other insects observed

Are you satisfied with the work?	After the work was completed, did anyone from Forest City call and ask you if the job was done satisfactorily?

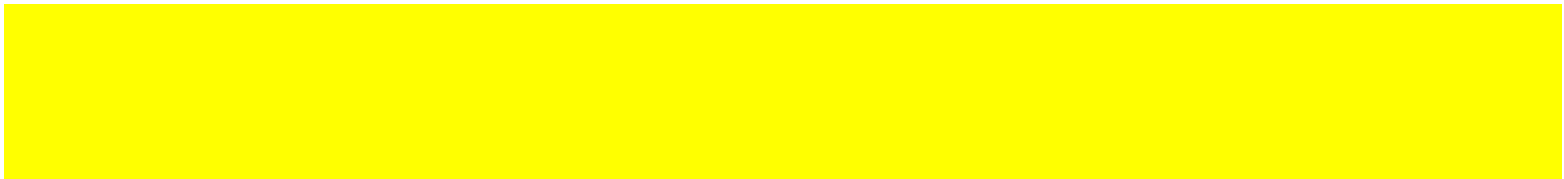
--

YES

YES

YES

NO





YES	YES
-----	-----





NO	YES
----	-----

YES	NO
-----	----



YES	YES
-----	-----

MAINTENANCE-RELATED NEG

Date	Customer
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1/5/2015	TC
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1/6/2015	unk
----------	-----

1/13/2015	M
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1/18/2015	KB
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1/19/2015	unk
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ACTIVE ICE COMMENTS - DECEMBER

Customer Comment

When we first moved here housing supplied us with the lights we needed. Now that our BAH is even more, they stopped? I'm having issues with finding the light bulbs that are needed. I have checked with other housing offices on Hawaii and know they have them for their customers, why can't FC? Or at least sell them on base at the commissary or PX? I feel we shouldn't have to buy them if they aren't normal bulbs or sold here on base!!

The splash pad in Mololani has not worked since the beginning of August 2014. So far that makes 5 months and counting. There is also a playground which has been broken in between Campion Dr. and Brown Dr. for several months now. It currently has no protective tape around it to prevent kids from laying on it, and still has parts from a broken panel which could injure a child. This playground is intended for children 2-5 years, who do not yet know how to avoid such dangers properly. I have contacted management, without a return call about the issues. The time frame to fix these issues is excessive.

So far for the past three days I've been calling and complaining about a rodent infestation that needs to be addressed and still have received no calls to even make an appointment. I left for vacation and prior to vacation I called to talk about animals being in the attic, in the walls, and in the fan above the stove. A man came out to "fix" the problem and he looked at the fan, and left. We never heard anything back, and he never fixed anything. Then we came back from vacation to mouse feces everywhere; including my [REDACTED] and I's bed and my infant sons bed. I've addressed and brought up all of these facts and still have no appointment. This is hazardous to the health of my family and something needs to get done. Improve readiness, promptness and call back. I don't want to have to worry about my son getting sick from mouse poop because no one will come out to take care of it. I've set traps that aren't working. It doesn't make sense that they would just hand you mouse traps and be done....

We have had sub par maintenance since we moved into Mololani housing in July. Maintenance has simply not shown up for multiple appointments that we sat around the house and waited for hours for. We have been told a fan that doesn't properly provide any suction/humidity relief in the master bath will be replaced numerous times. Instead every time they come back and say the supervisor has to approve that. Then we wait for the supervisor to call (like we are told he will by both Forest City and Maintenance). The supervisor has NEVER called. We have called Forest City numerous times. They are not at all helpful. for over \$4,000 a month we can't even have a working fan? The "flower gardens" that the landscapers are supposed to "maintain" are never touched. Bugs are not sprayed for quarterly externally as we were told they would be. The crazy light bulbs required by the light fixtures aren't available at self help but can't be found elsewhere. And the people across the street live in a

I have had two different sets of neighbors in the adjoining home who have had mice in their home and called Forest City about this issue. 2 years later, the issue is not resolved and we have a neighbor that just move-in and they are having a mice problem. Forest City should have resolved this issue while they were living in their home and they had ample amount of time to resolve the issue with 2 move outs. Having mice in your home is unacceptable and this is a known issue for this home. We discovered a mouse in our house last night. This issue was not resolved and has gotten worse. All they do is set traps and they do not find the root of the problem, such as holes to the outside. These are brand new homes and this is unacceptable

Forest City Response

No response

No response

No response

Community Manager, (b) [REDACTED], contacted the resident and on 15 Dec 14, the Maintenance Supervisor and Resident Relation Specialist visited the home to address the exhaust fan problem. The fan was replaced and is roking properly. The Community Manager provided [REDACTED] direct contact information for any future concerns.

Due to no contact information, Forest City was unable to call this resident. Forest City does assist residents with any pest control issue that involve rodents and we work closely with our contracotr in setting traps and closing any points of entry to the home. The RSO also provides education on proper household cleanliness and inspects adjoing homes are scoped and treated as necessary Forest City strives to

MCB HAWAII COMMENTS

We don't know what type of bulb the complaint is referring to, but the agreement was that Forest City would continue to provide bulbs at their self-help center until the MCX and/or commissary stocked them. What happened? The complaint was filed a month ago and no response has been provided --- this is unacceptable.

The date of the complaint and the date of the response are inconsistent.

From: (b) (6),
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: FW: Mold Problem at Marine Corps Privatized Family Housing, Hawaii - ACTION REQ. OSD010152-13;
Date: Thursday, September 05, 2013 1:38:54 PM
Attachments: [OSD010152-13 incoming.pdf](#)

(b)

As a follow-on to our discussion, here's what I got from MCICOM, GF-3 on the White House enquiry. It didn't appear to come down through normal channels. The suspense back to OSD is 9 Oct. Forest City is working on their response (they've been asked to provide the facts with timeline and a proposed letter). It's currently with their Environmental Office in Cleveland for action and I'm now told we'll get a response on Mon or Tue. (b) (6), has talked to the (b) (6), about the complaint, so he is aware.

If I can get the Congressional response format on Monday, we'll get this to you to review, etc., by mid-week. More to follow. Thanks.

v/r

(b)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Friday, August 30, 2013 12:39 AM
To: (b) (6), (b) (7)
Cc: (b) (6), (b) (7)(C)
Subject: RE: Mold Problem at Marine Corps Privatized Family Housing, Hawaii - ACTION REQ. OSD010152-13;

(b),

I need an official letter response, this is similar to answering a Congressional.

(b)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Thursday, August 29, 2013 7:43 PM
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: RE: Mold Problem at Marine Corps Privatized Family Housing, Hawaii - ACTION REQ. OSD010152-13;

(b)

Are you looking for a letter response or just the facts (i.e., a sequence of events and the solution reached)?

v/r

(b)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Thursday, August 29, 2013 4:35 AM
To: (b) (6), (b) (7)(C)
Subject: FW: Mold Problem at Marine Corps Privatized Family Housing, Hawaii - ACTION REQ. OSD010152-13;

(b) (6),

I need some answers to this complaint very quickly since it went to OSD and down from there and most importantly I need the Customer Service aspects of the issue resolved expeditiously.

R/

(b)

-----Original Message-----

From: (b) (6), (b) (7)(C)

Sent: Thursday, August 29, 2013 10:16 AM

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: Mold Problem at Marine Corps Privatized Family Housing, Hawaii - ACTION REQ. OSD010152-13;

(b) (6), (b) (7)(C)

-----Original Message-----

From: (b) (6), (b) (7)(C)

Sent: Thursday, August 29, 2013 8:50 AM

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: Mold Problem at Marine Corps Privatized Family Housing, Hawaii - ACTION REQ. OSD010152-13;

(b)

This is clearly a maintenance issue specific to a Marine Corps privatized family housing project in Hawaii that is owned by Forest City.

Therefore, suggest this action be assigned to DoN (ATTN: (b) (6), (b) (7)(C), cc line) for an appropriate response.

Thanks, (b)

(b) (6), (b) (7)(C)

-----Original Message-----

From: (b) (6), (b) (7)(C))

Sent: Thursday, August 29, 2013 8:24 AM

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: FW: ACTION REQ. OSD010152-13; Subject: Military Housing Mold Problem

Can you please let me know if this is a FIM action? It's an OSD action so we can until 2:58 p.m. to reject the action otherwise it is ours to respond to.

Thanks.

-----Original Message-----

From: (b) (6), (b) (7)(C)

Sent: Wednesday, August 28, 2013 4:05 PM

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: ACTION REQ. OSD010152-13; Subject: Military Housing Mold Problem

THIS IS AN OSD ACTION...SO WE HAVE 24 HRS TO TRANSFER IF IT IS NOT AN OSD ACTION.

LET ME KNOW.

SACCP
Bernadita M. Cruz (USA-IE)

UNCLASSIFIED

Recent Actions

OSD010152-13

Search Actions

OSD010152-13

Summary

Distribution

History

Subject: MILITARY HOUSING MOLD PROBLEM

Classification: UNCLASSIFIED

Status: OPEN

Priority: NORMAL

Action Details

Originator(s):	SETTLE, T	Recipient(s):	WH
Request Type:	White House Bulk	Reply Type:	RD
Original Suspense Date:	9 Oct 2013	Date of Correspondence:	16 Jul 2013
Current Suspense Date:	9 Oct 2013	Date of Receipt:	27 Aug 2013
Initiated By:	(b) (6), (b) (7)(C) (27 Aug 2013 - 13:43)	Package Holder:	
Last Modified:	(b) (6), (b) (7)(C) (27 Aug 2013 - 16:00)	Package Logged In:	
Closed On:		Package Logged Out:	
Tags:	None.	References:	None.
Public / Private Action:	Private - PII	Instructions:	
		Coordinating With:	

Task Assigned to Installations and Environment (USA-IE) - Assigned by AT&L Correspondence Management Office (USA-CMO)



Date Assigned	Route	Status	Suspense Date	Instructions
28 Aug 2013 - 14:58	ACTION	WORKING	9 Oct 2013	No instructions were sent.

Tasks Assigned By AT&L Correspondence Management Office (USA-CMO)	Route	Status	Suspense Date	Date Assigned	Date Read	Date Completed
No tasks assigned						

Task Assigned to Installations and Environment (USA-IE) - Assigned by AT&L Correspondence Management Office (USA-CMO)

Date Assigned	Route	Status	Suspense Date	Instructions / Reply
28 Aug 2013 - 15:09	ACTION	CANCELED	9 Oct 2013	Reply Direct. No Action Required (null)

Tasks Assigned By AT&L Correspondence Management Office (USA-CMO)	Route	Status	Suspense Date	Date Assigned	Date Read	Date Completed
No tasks assigned						

Attachments



Date Attached	Title	Tab	Attached By	Type
28 Aug 2013 - 14:40	OSD010152-13 (TRANS)	None	(OSD-CAB)	PDF
27 Aug 2013 - 13:59	OSD010152-13_566213-Incoming		Captiva	PDF

Notes



Date	From	Note
27 Aug 2013 - 16:00	(b) (6), (b) (7)(C)	this is a complaint about an military housing contractor, this should go to AT&L

FOR OFFICIAL USE ONLY
AND INFORMATION SENSITIVE BY AGGREGATION

******* PROCESSING INSTRUCTIONS *******

The White House Presidential Correspondence Office/Agency Liaison requires any/all incoming correspondence be replied to/or acknowledged. This correspondence is assigned to your agency for direct reply to the writer or inquiry. If you cannot meet the suspense date, an Interim reply to the constituent is required, providing status and expected completion. If this case does not fall with your agency's jurisdiction and is not a Department of Defense issue, please notify the writer by letter, Indication action transfer, forward case to this office for re-direction.

****Forward a copy of all replies to CMD****

The opening sentence of the reply should read:

- FOR THE PRESIDENT, "THANK YOU FOR YOUR RECENT LETTER/PHONE CALL TO PRESIDENT BARACK OBAMA CONCERNING"
- FOR THE VICE PRESIDENT, "THANK YOU FOR YOUR RECENT LETTER/PHONE CALL TO VICE PRESIDENT JOSEPH BIDEN CONCERNING "
- FOR THE FIRST LADY, "THANK YOU FOR YOUR RECENT LETTER/PHONE CALL TO MRS. BARACK OBAMA CONCERNING "

If you have any questions, request that you not contact the White House directly, please contact your correspondence control office or this office at (703) 695-6152.

Contact Us - Housing

Submitted: July 16, 2013 21:10

Originating Host: 66.91.245.80

Remote IP: 66.151.109.207

From: (b) (6), (b) (7)(C)

Email Address:

Phone:

Address (Military): (b) (6), (b) (7)(C)

Topic:

Message:

I have been dealing with an on-going problem with our dehumidifier for the SECOND time, since April. I have mold growing in my house again, also for the second time and the problem is yet to be fixed. I just had people at my house again over a week ago and got a "we will get this fixed and answer for the cleaning ASAP" (b) (6), (b) (7)(C) No phone call or email in over a week. Keep in mind this is the second time for mold on my furniture and clothes. I think the part that pisses me off the most is it always seems like its something my family is doing to cause the problems when I talk to them. People in the office are never on the same page as the technicians cus they always tell me different things to do or try, what?? Forrest city also knows that I'm about to pcs and I truly feel as if they are blowing me off until I get off the island. My son is EFMP and the mold always causes issues for him and I'm to the point now that I want a new couch because they can't guarantee me that this wont grow back now in the future since it has been exposed several times and lengths of time. They are the ones who put in a system that went bad the first time, went bad again and then just wired around it so the a/c would work but for almost 2 months now still haven't fixed it so the mold continues to stay n grow. Funny the lady just as I'm typing this and totally just tried to play like I'm stupid. ■■■ said she didn't know when my pack out dates were and I know I watched her write them down and read them back to me to verify. Also I know she has access to the tenants info obviously so she could have easily made someone look up my dates when I told them or done it herself. She said she was gonna send it in and see if she can get a response, so that tells me obviously she hasn't done anything, she was out here 2 weeks ago!!! I'm sorry but i know things can be done when needed and this definitely needs it so stop acting like the residents are stupid. I feel as if they don't care to do there job because they don't fear any trouble so they do as they please, WHEN they please. I'm gonna contact legal and see what advice they might have. I. Sick of this and I mostly sick of Forrest city. I can't wait to get back to Lincoln Housing.

(b) (6), (b) (7)(C)

UFR

From:
Subject:
Attachments:

WHS Pentagon ESD Mailbox White House Suspense Desk
FW: WH 07252013-231 - (b) (6), (b) (7)
c2d47a914b2b8fcb023ca72cf89f0776_webform_pdf.pdf

Military Housing Mold
Problems

Sent: Monday, August 12, 2013 10:37 AM

To: (b) (6), (b) (7)(C)

Subject: FW: WH 07252013-231 - (b) (6), (b) (7)

FYA.

V/R

(b) (6),

From: (b) (6), (b) (7)(C)
To: (b) (6), (b) (7)(C)
Subject: FW: MOLD ISSUE IN HAWAII - (b) (6), (b) (7)(C)
Date: Friday, August 24, 2012 9:47:18 AM

(b) (6), (b) (7)(C)

Forwarded for your info.

v/r, (b) (6), (b) (7)(C)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Friday, August 24, 2012 9:38 AM
To: (b) (6), (b) (7)(C)
Cc: [REDACTED] NAVFAC Pacific, [REDACTED]
Subject: RE: MOLD ISSUE IN HAWAII - (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C),

We will have info of the matter to you shortly.

(b) (6), (b) (7)(C)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Friday, August 24, 2012 9:31 AM
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: FW: MOLD ISSUE IN HAWAII - (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C), I've asked [REDACTED] to work with FCRMI to respond to this Congressional Inquiry. (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) state office folks. The details:

(b) (6), (b) (7)(C) who is married to (b) (6), (b) (7)(C) in South Carolina.

(b) (6), (b) (7)(C) at the following on base address in Hawaii:

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) is pregnant. Their base house has a recurring mold problem. Base housing has tried to deal with the mold with Clorox treatments, but the mold returns.

(b) (6), (b) is quite concerned for (b) (6), (b) (7)(C) because they live in a mold infested base house. (b) (6), (b) (7)(C) is requesting the (b) (6), office get involved to seek out a better resolution to the recurring mold exposure problem with which (b) (6), family is living.

From: (b) (6), (b) (7)
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C) [A](#)
Subject: FW: MOLD ISSUE IN HAWAII
Date: Friday, August 24, 2012 9:10:13 AM

Good Morning All,

(b) (6), indicates that he forwarded this to some of you, but I am resending just in case. I will call you to confirm receipt. Deals with a concern over mold in a family housing unit with a pregnant [REDACTED].

v/r

(b) (6)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Friday, August 24, 2012 8:55 AM
To: (b) (6), (b) (7)
Cc: (b) (6), (b) (7)(C)
Subject: FW: MOLD ISSUE IN HAWAII

(b) (6), e,

I forwarded a copy to (b) (6), (b) (7) and (b) (6) for them to begin working. We're looking for a response by Monday. The (b) (6) has already been notified by (b) (6), (b) (7)(C), but I know [REDACTED] off Island in Quantico.

R/

(b) (6)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Friday, August 24, 2012 14:18
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: FW: MOLD ISSUE IN HAWAII

(b) (6) -

Pls look at RFI from (b) (6), (b) (7) via OLA below.

I know I am bypassing MCI-PAC (I will give (b) (6), [REDACTED] heads-up separately) but with typhoon in Oki and you in Quantico, I thought I would see if you could look into issue from your end. I understand OLA is looking for quick response but would rather have complete answer since there is always more to story.

S/F Oz

(b) (6), (b) (7)

(C)

-----Original Message-----

From: (b) (6), (b) (7)(C)

Sent: Friday, August 24, 2012 13:29

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: FW: MOLD ISSUE IN HAWAII

(b)

We haven't met yet, but I replaced (b) (6), (b) (7)(C) at OLA and have the I&L portfolio. I was hoping to get an answer on the below mold issue, or at least an interim answer, before COB today due to the urgency of the matter as discussed below. Please let me know if you need any other info.

RS,

(b)

(b) (6), (b) (7)(C)

-----Original Message-----

From: (b) (6), (b) (7)(C)

Sent: Friday, August 24, 2012 11:35

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)

Subject: RE: MOLD ISSUE IN HAWAII

ASAP...sense of urgency please.

- Mold issues normally get a pretty high level of attention by themselves.
- Combined with a pregnant wife and low road attempts at a solution by the PPV folks, this gets ugly quick.
- Finally, we just finished supporting a (b) (6), (b) (7)(C) to Afghanistan; moving out slowly on this undermines the work and effort (b) (6), (b) (7)(C) put into that trip. Also, (b) (6), (b) (7)(C) is the ranking of the Personnel Subcommittee...

Research the issues and trouble the Army endured in the 2007 timeframe when the media reported mold problems in barracks at (b) (6), (b) (7)(C). Ever since, mold is a big issue.

Please let me know if you have any other questions.

Semper Fi,

(b)

(b) (6), (b) (7)

(C)

-----Original Message-----

From: (b) (6), (b) (7)(C)

Sent: Friday, August 24, 2012 11:22 AM

To: (b) (6), (b) (7)(C)

Subject: RE: MOLD ISSUE IN HAWAII

(b) (6)

What is the urgency of this? I will contact MCI-COM today and have them get hold of MCI-West to determine what else housing is going to do to fix the issue.

RS,

(b) (6)

-----Original Message-----

From: (b) (6), (b) (7)(C)

Sent: Friday, August 24, 2012 11:09

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: MOLD ISSUE IN HAWAII

(b) (6)

Welcome to the Friday Hot Seat.

I just took a call from one of (b) (6), (b) (7) state office folks. The details:

(b) (6), (b) (7)(C), who is married to (b) (6), (b) (7)(C), called (b) (6), (b) (7)(C) in South Carolina.

(b) (6), (b) (7)(C) live at the following on base address in Hawaii:

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C).

(b) (6), (b) (7)(C) Their base house has a recurring mold problem. Base housing has tried to deal with the mold with Clorox treatments, but the mold returns.

(b) (6), (b) (7)(C) is quite concerned for (b) (6), (b) (7)(C) because they live in a mold infested base house. (b) (6), (b) (7)(C) behalf, is requesting the (b) (6), (b) (7)(C) office get involved to seek out a better resolution to the recurring mold exposure problem with which (b) (6), (b) (7)(C) is living.

Semper Fi,

(b) (6)

(b) (6),

(b) (6)

(b) (7)

(b) (7)(C)

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: RE: Mold in Housing
Date: Thursday, January 26, 2012 8:05:58 AM

(b) (6), (b) (7)(C)

Thanks for the info. It's important that we manage the mold situation. Mold is a tough problem especially on this peninsula with the on-shore winds and now central air on the homes. We are beginning to experience the same problems that buildings in CONUS are having because of the closed building envelope. In the past, while we experienced some mold problems, it was not to this extent because our home did not have central air and had greater outside air flow resulting in less condensation issues.

I appreciate everyone's efforts in trying to get this on track.

V/R (b) (6), (b) (7)(C)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Wednesday, January 25, 2012 5:06 PM
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: RE: Mold in Housing

(b) (6), (b) (7)(C) and I are working with Forest City on an executive level update on the new construction mold issue. In advance of this, the attached Construction Managers (CM) report from earlier this week condenses the summary report by type of home. With an engineering solution & funding source in hand, the next step is to outline the CM's execution plan to install the added supply duct and in line dehumidifiers. Similar to the window fall prevention install program, we'll need to track this corrective action over 800+ new homes. V (b) (6), (b) (7)(C)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Wednesday, January 25, 2012 8:54
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: RE: Mold in Housing

(b) (6), (b) (7)(C)

Thanks, good info. The problem is more widespread than I remember from the last report that I got from Forest City. Please sort the list with the units that have unresolved problems at the top and, if possible, prioritized from worst to least problematic followed by the ones that are already resolved.

V/R (b) (6), (b) (7)(C)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Wednesday, January 25, 2012 8:20 AM
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: RE: Mold in Housing

Good Morning (b)

In addition to a mechanical engineer, Forest City has brought in a mold expert from the mainland (b) (6), (b) (7) had a 2-day site visit and will be issuing a report on 27 Jan 2012.

Forest City is working on an updated mold status report which will be submitted to us. We'll get that report to you as soon as possible.

V/R,

(b)

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-----Original Message-----

From: (b) (6), (b) (7)(C)

Sent: Tuesday, January 24, 2012 5:14 AM

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: Re: Mold in Housing

(b)

This mold incident brought to light a systemic problem with their maintenance. They have a system that puts in a work request for each trade, but no overarching way to insure each action in the process gets completed in an expeditious manner. It relies on each worker to initiate the next step. I had a long discussion with (b) (6), (b) (7) and (b) (6), (b) (7) is sending a formal notice and it's on the agenda for today's MAG.

As to the mold issue, there are two. The first is the a/c issue they are working with the change to the duct system to get more ventilation in the closet/house. Work being done by their mold contractor. The second was caused by a water leak in the kitchen that was too big a job for them to do in house (they didn't follow their own mold management plan). It has also identified a problem with their supervisory maintenance personnel that has to be fixed along with the work order system.

(b) and I are going to increase the random inspection of their work orders, above the requirement identified by HQMC.

V/r

(b)

----- Original Message -----

From: (b) (6), (b) (7)(C)

To: (b) (6), (b) (7)

Cc: (b) (6), (b) (7)(C)

Sent: Mon Jan 23 23:03:39 2012

Subject: RE: Mold in Housing

Hi (b)

Attached is Forest City's latest mold summary report dated 12/5/2011. (b) expects receive an updated list at tomorrow's Management Advisory Group (MAG) meeting. A topic for discussion will be Forest City's mold maintenance/management plan and reporting requirements. This issue is being reviewed after (b) (6), (b) (7)

received a complaint from a Waikulu resident who reported a leak under their kitchen sink to Forest City last September. Severe mold growth and damage resulted in which the entire kitchen island needed to be removed and replaced. Although the project work began on 04Jan12 and was scheduled to be completed today, concerns about how the work order was handled, work safety for workers, the family and their EMP child, and other issues, still need to be addressed.

Hope to have more details and comments after the (b) but please call (b) or my cell (b) (6), (b)). Thank you, (b)

(b) (6), (b) (7)(C)

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-----Original Message-----

From: (b) (6), (b) (7)
Sent: Monday, January 23, 2012 2:14 PM
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: RE: Mold in Housing

(b)

Even if we can't get the full report, if you can send a preliminary report in list form, it would be helpful. We can follow up with the full version shortly after that.

Thanks,

V/R (b)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Monday, January 23, 2012 2:12 PM
To: (b) (6), (b) (7)
(C) (b) (6), (b) (7)(C)
Subject: RE: Mold in Housing

Hello (b),

(b) and I are working the update. I'll be in training for the next 3 days but will have (b) send you the summary and comments. Thank you!

(b) (6), (b) (7)(C)

(b) (6), (b) (7)(C)

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-----Original Message-----

From: (b) (6), (b) (7)

Sent: Monday, January 23, 2012 10:52 AM

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: Mold in Housing

(b) ,

Please provide a quick summary of the mold issues that we are dealing with in housing. I haven't seen a report for a while and there have been some questions lately. If you can get the units that we have issues in, who lives in the unit, a description of the issues, and what we are doing about it is what I am looking for. A table or similar will work. Please also provide me with your thoughts on this issue and if FC is getting to them as quickly as they should.

Thanks,

V/R (b)

From: (b) (6), (b) (7)(C)
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: RE: Mold in Housing
Date: Wednesday, January 25, 2012 5:05:48 PM
Attachments: [mold_newcon_usmc_jan20121.PDF](#)

(b) (6), (b) (7)(C) and I are working with Forest City on an executive level update on the new construction mold issue. In advance of this, the attached Construction Managers (CM) report from earlier this week condenses the summary report by type of home. With an engineering solution & funding source in hand, the next step is to outline the CM's execution plan to install the added supply duct and in line dehumidifiers. Similar to the window fall prevention install program, we'll need to track this corrective action over 800+ new homes. V/R (b) (6), (b) (7)(C)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Wednesday, January 25, 2012 8:54
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: RE: Mold in Housing

(b) (6), (b) (7)(C)

Thanks, good info. The problem is more widespread than I remember from the last report that I got from Forest City. Please sort the list with the units that have unresolved problems at the top and, if possible, prioritized from worst to least problematic followed by the ones that are already resolved.

V/R (b) (6), (b) (7)(C)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Wednesday, January 25, 2012 8:20 AM
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: RE: Mold in Housing

Good Morning (b) (6), (b) (7)(C)

In addition to a mechanical engineer, Forest City has brought in a mold expert from the mainland (b) (6), (b) (7)(C) had a 2-day site visit and will be issuing a report on 27 Jan 2012. (b) (6), (b) (7)(C)

Forest City is working on an updated mold status report which will be submitted to us. We'll get that report to you as soon as possible.

V/R,

(b) (6), (b) (7)(C)

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-----Original Message-----

From: (b) (6), (b)

Sent: Tuesday, January 24, 2012 5:14 AM

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: Re: Mold in Housing

(b)

This mold incident brought to light a systemic problem with their maintenance. They have a system that puts in a work request for each trade, but no overarching way to insure each action in the process gets completed in an expeditious manner. It relies on each worker to initiate the next step. I had a long discussion with (b) (6), (b) and (b) (6), (b) is sending a formal notice and it's on the agenda for today's MAG.

As to the mold issue, there are two. The first is the a/c issue they are working with the change to the duct system to get more ventilation in the closet/house. Work being done by their mold contractor. The second was caused by a water leak in the kitchen that was too big a job for them to do in house (they didn't follow their own mold management plan). It has also identified a problem with their supervisory maintenance personnel that has to be fixed along with the work order system.

(b) and I are going to increase the random inspection of their work orders, above the requirement identified by HQMC.

V/r

(b)

----- Original Message -----

From: (b) (6), (b) (7)(C)

To: (b) (6), (b) (7)

Cc: (b) (6), (b) (7)(C)

Sent: Mon Jan 23 23:03:39 2012

Subject: RE: Mold in Housing

Hi (b),

Attached is Forest City's latest mold summary report dated 12/5/2011. Randy expects to receive an updated list at tomorrow's Management Advisory Group (MAG) meeting. A topic for discussion will be Forest City's mold maintenance/management plan and reporting requirements. This issue is being reviewed after (b) (6), (b) received a complaint from a Waikulu resident who reported a leak under their kitchen sink to Forest City last September. Severe mold growth and damage resulted in which the entire kitchen island needed to be removed and replaced. Although the project work began on 04Jan12 and was scheduled to be completed today, concerns about how the work order was handled, work safety for workers, the family and their EMP child, and other issues, still need to be addressed.

Hope to have more details and comments after the MAG but please (b) (6), or my cell (#392-3061). Thank you,

(b)

(b) (6), (b) (7)(C)

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-----Original Message-----

From: (b) (6), (b) (7)
Sent: Monday, January 23, 2012 2:14 PM
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: RE: Mold in Housing

(b)

Even if we can't get the full report, if you can send a preliminary report in list form, it would be helpful. We can follow up with the full version shortly after that.

Thanks,

V/R (b)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Monday, January 23, 2012 2:12 PM
To: (b) (6), (b) (7)
Cc: (b) (6), (b) (7)(C)
Subject: RE: Mold in Housing

Hello (b)

(b) and I are working the update. I'll be in training for the next 3 days but will have (b) send you the summary and comments. Thank you!

(b) (6), (b) (7)(C)

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-----Original Message-----

From: (b) (6), (b) (7)
Sent: Monday, January 23, 2012 10:52 AM
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: Mold in Housing

(b)

Please provide a quick summary of the mold issues that we are dealing with in housing. I haven't seen a report for a while and there have been some questions lately. If you can get the units that we have issues in, who lives in the unit, a description of the issues, and what we are doing about it is what I am looking for. A table or similar will work. Please also provide me with your thoughts on this issue and if FC is getting to them as quickly as they should.

Thanks,

V/R (b)

MOLD REMEDIATION UPDATE

January 24, 2012

***Status of Mold Complaints**

Waikulu - 26/349 Series 100

Mololani - 57/463 Series 100

Mololani - 5/273 Series 200 (Four (4) of the reported complaints a while back, and only one (1) recently. None reported for Series 300)

Manana - 5/168 (Old reports. None recently.)

Camp Smith - 2/10

NCTAMS Historic - 4/52

***Type of Mold Complaints**

-Majority of the mold complaints in Series 100 houses.

-“White spots” on clothing, shoes, etc. in master bedroom closets and on master bedroom furniture.

-Not systemic; only a few reports of mold on walls and ceilings.

- Complaints increased during winter months...Dec and Jan

***Remedial Objectives**

-Basic objective is to lower humidity level and achieve 60% or less by implementing revisions to the AC system as recommended by the engineer of record and 3rd party consultant; Building Science Corporation.

***On-going Remedial Corrective Measures**

-Cleanup of unit, clothing, furnishings, etc. by mold remediation contractor.

-Revisions to AC system:

*Provide portable dehumidifiers as a temporary solution in homes with reported mold issues.

*For balance of Series 200 units at Mololani after mold issues became more prevalent, we implemented mechanical engineer of record recommendation of reducing tonnage from 3 tons to 2 tons. Also, all Ulupau units are being installed with 2-ton AC units.

*Add supply air duct to master bedroom closets to increase air circulation since most mold complaints are now centering in the closets. All Mololani and Waikulu units are being retrofitted.

*Prototype installation of Aprilaire line dehumidifiers completed at 10 Mololani units – results show humidity decrease to acceptable level

Based on recommendations by the mechanical engineer of record, 3rd party consultant, and test results at prototype homes, in-line dehumidifiers will be installed at Series 100 units at Mololani and Waikulu. Ulupau units already have in-line dehumidifiers as part of the base design.

***Major variable impacting humidity - resident behavior (i.e., running AC units with doors or windows open, cleanliness of unit, et).**

MOLD REMEDIATION UPDATE
January 24, 2012

***Building Science Corporation Consultancy - 3rd party consultant,** (b) (6), (b) (7)(C)

-2-day site visit by (b) (6), (b) (7)(C) in early January 2012.

-Report to be issued this Friday to Forest City(January 27, 2012).

-Preliminary comments:

- *Our ongoing remedial corrective measures are also his recommended solutions, and he confirmed the major remedial solution is installing inline dehumidifiers in the series 100 houses

- *Houses well designed and superior to the average framed house

- *Issue is with smaller model, series 100...with 3 ton unit, higher SEER rating which is done for energy efficiency, low E windows, tighter building, etc., the AC unit does not need to run for a longer period of time to cool the interior, but the dilemma is the AC unit is not running long enough to remove sufficient moisture to lower the relative humidity

From: (b) (6), (b) (7)
To: (b) (6), (b) (7)
Cc: (b) (6), (b) (7)(C), (b) (6), (b) (7)
Subject: RE: Mold in Housing
Date: Monday, January 23, 2012 6:03:39 PM
Attachments: [Mold Report.pdf](#)

Hi (b) (6),

Attached is Forest City's latest mold summary report dated 12/5/2011. (b) (6), (b) (7) expects receive an updated list at tomorrow's Management Advisory Group (MAG) meeting. A topic for discussion will be Forest City's mold maintenance/management plan and reporting requirements. This issue is being reviewed after (b) (6), (b) (7) received a complaint from a Waikulu resident who reported a leak under their kitchen sink to Forest City last September. Severe mold growth and damage resulted in which the entire kitchen island needed to be removed and replaced. Although the project work began on 04Jan12 and was scheduled to be completed today, concerns about how the work order was handled, work safety for workers, the family and their EMP child, and other issues, still need to be addressed.

Hope to have more details and comments after the MAG but please call (b) (6), (b) (7) or my cell (b) (6), (b) (7). Thank you, (b) (6), (b) (7)

(b) (6), (b) (7)(C)

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-----Original Message-----

From: (b) (6), (b) (7)
Sent: Monday, January 23, 2012 2:14 PM
To: (b) (6), (b) (7)(C)
Cc: (b) (6), (b) (7)(C)
Subject: RE: Mold in Housing

(b) (6),

Even if we can't get the full report, if you can send a preliminary report in list form, it would be helpful. We can follow up with the full version shortly after that.

Thanks,

V/R (b) (6), (b) (7)

-----Original Message-----

From: (b) (6), (b) (7)(C)

Sent: Monday, January 23, 2012 2:12 PM

To: (b) (6), (b) (7)

Cc: (b) (6), (b) (7)(C)

Subject: RE: Mold in Housing

Hello (b) (6), (b) (7)(C)

(b) (6), (b) (7)(C) and I are working the update. I'll be in training for the next 3 days but will have (b) (6), (b) (7)(C) send you the summary and comments. Thank you!

(b) (6), (b) (7)(C)

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-----Original Message-----

From: (b) (6), (b) (7)

Sent: Monday, January 23, 2012 10:52 AM

To: (b) (6), (b) (7)(C)

Cc: (b) (6), (b) (7)(C)

Subject: Mold in Housing

(b) (6), (b) (7)(C)

Please provide a quick summary of the mold issues that we are dealing with in housing. I haven't seen a report for a while and there have been some questions lately. If you can get the units that we have issues in, who lives in the unit, a description of the issues, and what we are doing about it is what I am looking for. A table or similar will work. Please also provide me with your thoughts on this issue and if FC is getting to them as quickly as they should.

Thanks,

V/R (b) (6), (b) (7)(C)

Forest City - Summary - As of: 12/5/2011

Case Number	Neighborhood	Address	Resident	Date Reported	Occupancy Status	Plan of Action	Status	Dehumidifier Installed?		MB Closet Ducting	Notes
								Portable	In-Line		
1	Mololani	(b) (6),	Watkins	10/28/10	Occupied	CM to duct master closet	Awaiting scheduling		Y	TBS	(formerly DeBoy)
4	Mololani	(b) (7)	Mohar	11/18/10	Occupied	CM to duct master closet	Awaiting scheduling		6/13/11	TBS	Property cleaned.
3	Mololani	(b) (7)	Harris	11/14/10	Occupied	CM to duct master closet	Awaiting scheduling	4/21/11		TBS	Property cleaned.
5	Mololani	(C)	Schager	11/19/10	Occupied	CM to duct master closet	Awaiting scheduling	4/21/11		TBS	Property cleaned.
6	Mololani		Saldana	11/23/10	Occupied	CM to duct master closet	Awaiting scheduling		6/15/11	TBS	Property cleaned. Resolved- payment made by CM
7	Mololani		DeCosta	11/24/10	Occupied	CM to duct master closet	Awaiting scheduling	4/15/11		TBS	Property cleaned.
9	Mololani		Passmore	12/7/10	Occupied	CM to duct master closet	Awaiting scheduling		6/13/11	TBS	(formerly Wehling) Property cleaned.
10	Mololani		Eden	12/14/10	Occupied	CM to duct master closet	Awaiting scheduling	4/25/11		TBS	Property cleaned.
12	Mololani		Ramirez	12/22/10	Occupied	CM to duct master closet	Scheduled	4/22/11		12/6/11	Property cleaned - 2nd Cleaning completed 11/16/11
12	Mololani		Holland	12/29/10	Occupied	CM to duct master closet	Awaiting scheduling		6/22/11	TBS	Property cleaned
13	Mololani		Ritchie	12/29/10	Occupied	CM to duct master closet	Awaiting scheduling	4/22/11		TBS	Property cleaned
15	Mololani		Durham	12/29/10	Occupied	CM to duct master closet	Awaiting scheduling		5/9/11	TBS	Property cleaned; formerly Harley
16	Mololani		Tomlin	1/6/11	Occupied	CM to duct master closet	Awaiting scheduling		6/14/11	TBS	Property cleaned, formerly Miyano
18	Mololani		W. Jones	1/10/11	Occupied	CM to duct master closet	Scheduled	4/25/11		12/6/11	Property cleaned; resident paid
19	Mololani		Ramirez	1/10/11	Occupied	CM to duct master closet	Scheduled	4/15/11		12/5/11	Former resident Streeter refused \$12K settlement offer. Abandoned property disposed.
20	Mololani		Miller	1/10/11	Occupied	CM to duct master closet	Awaiting scheduling	4/27/11		TBS	Property cleaned; resident paid
22	Mololani		French	1/10/11	Occupied	CM to duct master closet	Duct work complete		6/23/11	12/1/11	Property cleaned.
23	Mololani		Rush	1/11/11	Occupied	CM to duct master closet	Scheduled	4/22/11		12/5/11	Property cleaned; resident paid
24	Mololani		Preece	1/12/11	Occupied	CM to duct master closet	Awaiting scheduling	4/21/11		TBS	Mold has recurred. Belfor re-inspected and recommends another 3-day cleaning, scheduled for 11/14. Resident cancelled. Rescheduling TBD
25	Mololani		Bassett	1/12/11	Occupied	CM to duct master closet	Awaiting scheduling		6/21/11	TBS	Property cleaned; resident paid.
26	Mololani		Veloso	1/19/11	Occupied	CM to duct master closet	Scheduled	4/28/11		12/7/11	Property cleaned; resident paid.
28	Mololani		Martinez	1/30/11	Occupied	CM to duct master closet	Scheduled	4/27/11		12/9/11	Property not cleaned; resident declined.
29	Mololani		Cocova	1/30/11	Occupied	CM to duct master closet	Awaiting scheduling	4/22/11		TBS	Property cleaned
30	Mololani		Taveras	2/8/11	Occupied	CM to duct master closet	Awaiting scheduling		6/20/11	TBS	Property cleaned, CM inspected in-line 7/22/11
31	Mololani		Frokyer	2/21/11	Occupied	CM to duct master closet	Scheduled	4/28/11		12/5/11	Property has been cleaned, Furniture repair of dresser drawers by Furniture Medic will be completed on 12/7/11
35	Mololani		Custodimatos	3/8/11	Occupied	CM to duct master closet	Awaiting scheduling	4/25/11		TBS	Property cleaned. Resident paid
36	Mololani		Rich	3/10/11	Occupied	CM to duct master closet	Duct work complete			12/1/11	Property cleaned; portable dehumidifier removed 12/1/2011
37	Mololani		Clausell	3/11/11	Occupied	CM to duct master closet	Duct work complete			12/1/11	Property cleaned; portable dehumidifier removed 12/1/2011
39	Mololani		Dulude	3/21/11	Occupied	CM to duct master closet	Awaiting scheduling		6/16/11	TBS	Property cleaned, CM inspected in-line 7/22/11
40	Mololani		Wilson	3/22/11	Occupied	CM to duct master closet	Scheduled	4/21/11		12/5/11	Property cleaned
41	Mololani		Jelsema	3/31/11	Occupied	CM to duct master closet	Duct work complete		6/17/11	11/30/11	4th Cleaning proposal submitted. Resident req (1) results of mold tests, (2) details of humidity readings, (3) full reimbursement for damages, not depreciated values, (4) list of homes that will be vacating in Mololani over next 6 months (seeking relocation)
42	Mololani		Howell	4/5/11	Occupied	CM to duct master closet	Scheduled	4/25/11		12/7/11	Property cleaned, carpets cleaned 5/27 - Resident claim payment received 8/19
44	Mololani		Whann	4/18/11	Occupied	CM to duct master closet	Awaiting scheduling	5/5/11		TBS	Property cleaned
46	Mololani		Stegall	5/31/11	Occupied	CM to duct master closet	Duct work complete			12/2/11	Property cleaned 6/15/11; portable dehumidifier removed 12/2/2011
49	Mololani		Moreno	6/7/11	Occupied	CM to duct master closet	Duct work complete			11/30/11	Property cleaned 6/15/11; portable dehumidifier removed 11/30/2011
50	Mololani		Seals	6/16/11	Occupied	CM to duct master closet	Awaiting scheduling	7/7/11		TBS	Cleaning completed
52	Mololani		Falcon (B5)	6/16/11	Occupied	CM to duct master closet	Scheduled	7/18/11		12/5/11	(formerly Hall)
53	Mololani		Schlict	6/28/11	Notice	CM to duct master closet	Duct work complete			12/2/11	Cleaning completed on 7/15/11; portable dehumidifier removed 12/2/2011
54	Mololani		Davis	7/11/11	Occupied	CM to duct master closet	Awaiting scheduling	8/10/11		TBS	Cleaning completed 8/10/11
57	Mololani		Stiles	7/18/11	Occupied	CM to duct master closet	Duct work complete			12/1/11	Cleaning completed 8/10/11; portable dehumidifier removed 12/1/2011
58	Mololani		Bultema	7/22/11	Occupied	CM to duct master closet	Scheduled	7/11/11		12/5/11	Cleaning completed on 7/25 Belfor
59	Mololani		Vogler	7/25/11	Occupied	CM to duct master closet	Awaiting scheduling			TBS	Re-evaluated and determined that there is no mold issue
60	Mololani		Wagner	7/27/11	Occupied	CM to duct master closet	Duct work complete			11/29/11	Cleaning completed 8/15/11
61	Mololani		Merriman	7/28/11	Occupied	CM to duct master closet	Awaiting scheduling			TBS	Cleaning completed 8/15/11
62	Mololani		Carothers	8/4/11	Occupied	CM to duct master closet	Duct work complete			11/29/11	3rd occurrence- Belfor cleaning complete
65	Mololani		Kahalewai	8/9/11	Occupied	CM to duct master closet	Duct work complete			11/29/11	Cleaned 8/29. Resident requesting dehumidifier as of 10/31/11 & Belfor re inspection completed
69	Mololani		Ezell	8/17/11	Occupied	CM to duct master closet	Duct work complete			11/29/11	Belfor cleaned shoes only
70	Mololani		Thompson	8/18/11	Occupied	CM to duct master closet	Duct work complete			11/29/11	Cleaning completed on 9/19/11
71	Mololani		Famer	9/2/11	Occupied	CM to duct master closet	Scheduled			12/6/11	2nd Cleaning completed on 10/27
73	Mololani		Rios (12/2/11)	10/19/11	Occupied	CM to duct master closet	Duct work complete			11/29/11	(formerly Randall)
75	Mololani		Perez	11/8/11	Occupied	CM to duct master closet	Duct work complete			12/2/11	Belfor Cleaning will be done on 12/6/11
77	Mololani		Santos	11/16/11	Occupied	CM to duct master closet	Duct work complete			11/30/11	??
2	Waikuku		Warnock	11/11/10	Occupied	CM to duct master closet	Awaiting scheduling	Y		TBS	(formerly Baker); portable dehumidifier provided
8	Waikuku		Caroway	11/30/10	Occupied	CM to duct master closet	Awaiting scheduling	Y		TBS	Property cleaned, resident paid
14	Waikuku		Ramos	12/29/10	Occupied	CM to duct master closet	Awaiting scheduling		5/26/11	TBS	(formerly Brown) Settlement agreement executed
21	Waikuku		Lockrem	1/10/11	Occupied	CM to duct master closet	Awaiting scheduling	4/5/11		TBS	(formerly Ramirez); portable dehumidifier provided
32	Waikuku		Crosby	2/27/11	Occupied	CM to duct master closet	Awaiting scheduling	Y		TBS	(formerly Richardson) Property cleaned. No receipts will be submitted
33	Waikuku		Wasilewski	2/27/11	Occupied	CM to duct master closet	Awaiting scheduling	Y		TBS	Property cleaned; resident paid.
34	Waikuku		Mallon	3/3/11	Occupied	CM to duct master closet	Awaiting scheduling	Y		TBS	Property cleaned; resident paid
38	Waikuku		Freeman	3/18/11	Occupied	CM to duct master closet	Awaiting scheduling	4/26/11		TBS	No cleaning was needed at unit.
45	Waikuku		Chenault	4/21/11	Occupied	CM to duct master closet	Awaiting scheduling	5/5/11		TBS	Cleaning completed
47	Waikuku		Torres	6/1/11	Occupied	CM to duct master closet	Awaiting scheduling	7/1/11		TBS	Property cleaned.
48	Waikuku		Hernandez	6/3/11	Occupied	CM to duct master closet	Awaiting scheduling	7/8/11		TBS	Cleaning completed 7/8/11
51	Waikuku		Sanchez	6/16/11	Occupied	CM to duct master closet	Awaiting scheduling	7/7/11		TBS	Cleaning completed 6/24 /11
55	Waikuku		Palmer	7/13/11	Occupied	CM to duct master closet	Awaiting scheduling	7/13/11		TBS	Belfor cleaning completed 8/3/11
56	Waikuku		Jones	7/13/11	Occupied	CM to duct master closet	Awaiting scheduling	7/13/11		TBS	2nd occurrence on 10/26 Belfor inspected and re cleaned on 10/31
63	Waikuku		Bigness	8/4/11	Occupied	CM to duct master closet	Awaiting scheduling			TBS	2nd Cleaning completed on 10/27
64	Waikuku		Slobodzian	8/4/11	Occupied	CM to duct master closet	Duct work complete			9/16/11	Cleaning completed 8/24/11

Forest City - Summary - As of: 12/5/2011

66	Waikulu	(b) (6), (b) (7)(C)	Vanderveer	8/12/11	Occupied	CM to duct master closet	Awaiting scheduling			TBS	Property cleaned 8/31/11- head board cleaned by Belfor- no other action is needed
67	Waikulu		Ward	8/13/11	Occupied	CM to duct master closet	Awaiting scheduling			TBS	(formerly Merritt, vacated on 9/29/11.)
68	Waikulu			8/16/11	Occupied	CM to duct master closet	Awaiting scheduling			TBS	(Formerly Dooley) Resident moved out 10/31/2011
72	Waikulu		Ash	9/20/11	Occupied	CM to duct master closet	Awaiting scheduling			TBS	Cleaning completed on 10/19/11
74	Waikulu		Rudy	10/28/11	Occupied	CM to duct master closet	Awaiting scheduling			TBS	Cleaned completed. 11/18/11
76	Waikulu		Meier	11/11/11	Occupied	CM to duct master closet	Awaiting scheduling			TBS	??
	Manana		Kallem	Unknown	Occupied	CM to develop plan for permanent fix to repl portable dehumidifiers	Under evaluation				Follow up done on 3/22/11, resolved, no further action needed
17	Manana		Salinas	1/6/11	Occupied	CM to develop plan for permanent fix to repl portable dehumidifiers	Under evaluation	4/4/11			(formerly Olive) CM to install new AC duct line to master bedroom closet and remove dehumidifier
	Manana		Garcia	3/30/10	Occupied	CM to develop plan for permanent fix to repl portable dehumidifiers	Under evaluation	4/4/11			(formerly Jones) CM to install new AC duct line to master bedroom closet and remove dehumidifier
	Manana		Magee	Unknown	Occupied	CM to develop plan for permanent fix to repl portable dehumidifiers	Under evaluation				Compressor downsized, supply line added to master closet
27	Camp Smith		Pusateri	1/20/11	Occupied	CM to develop permanent fix which may incorporate humidistat's	Scheduled	7/18/11		12/6/11	Cleaning by Belfor completed. CM to install new AC duct line to master bedroom closet
43	Camp Smith		Angstead	4/12/11	Occupied	CM to develop permanent fix which may incorporate humidistat's	Scheduled	N		12/6/11	CM to install new AC duct line to master bedroom closet
RESOLVED											
	Heleloa		Col Smith	9/29/10	Occupied	Cleaned and repaired/modified AC system	Completed	n/a	n/a		Resident WILL NOT SUBMIT A CLAIM; no further fu is required at this time- Resident PCS- No further action needed
	Heleloa		Hurst	9/29/10	Occupied	Cleaned and repaired/modified AC system	Completed	n/a	n/a		Cleaned and AC repaired & insulation work completed
	Heleloa		Natase	9/29/10	Occupied	Cleaned and repaired/modified AC system	Completed	n/a	n/a		(formerly Caputo) Cleaned and AC repaired & insulation work completed
			Smith	Unknown	Occupied	Undetermined		n/a	n/a		(formerly Freezor) AC may be replaced as a future PRA project in 2012
	PCP		Barton	Unknown	Occupied	Undetermined		n/a	n/a		(formerly Van Avery); AC may be replaced as a future PRA project in 2012

Mololani series 100 homes: CM to install new AC duct line to master bedroom closet beginning 11/28/2011; initially 5 homes/day

Mololani series 200/300 homes: To be modified to provide conditioned air in master bedroom closets; no in-line dehumidifiers to be installed

Waikulu homes: CM to install in-line dehumidifiers in all homes, awaiting sche from contractor

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: FW: Mold Discovery at 761 Anderson, Camp Smith
Date: Tuesday, January 25, 2011 8:27:46 AM

[REDACTED],

Heads up! We have another home with mold / AC issues (see below). This one at Camp Smith, where the resident is [REDACTED]. This LEED Gold home has a different type of AC and is sealed up tighter than the other homes where Forest City has had issues. I'll get an update this afternoon, when I meet with Will and his construction folks. More to follow on this one.

v/r

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Monday, January 24, 2011 21:01
To: [REDACTED]
Subject: Mold Discovery at 761 Anderson, Camp Smith

[REDACTED]:

While everyone was in New Orleans, I was made aware of a mold issue at the subject home. I'm not sure that [REDACTED] has had an opportunity to brief you on this home yet, but it is on my list of mold homes that I will review at tomorrow's MAG.

The resident is [REDACTED] [REDACTED] reported that there was mold all over her bedroom furniture, carpets, clothes, "everything."

Our Navy maintenance team (they service Camp Smith) found no obvious source of moisture or mold on the home's structure itself. However, they noted white growth on some of the resident's personal belongings.

This is a LEED Gold home and has a different AC system than the ones found at Manana, Waikulu, or Mololani. The system has a lot more automated controls and checks to prevent maintenance personnel (or the tenant) from making adjustments that negate the LEED requirements. We cannot, for example manually adjust the damper settings like we can at Mololani. Our CM team is working with the designer and contractor to determine causes and fixes.

[REDACTED]

From: [REDACTED]
To: [REDACTED]
Subject: FW: Emailing: CONGRINT ICO CAROL SHEA PORTER
Date: Monday, November 29, 2010 11:20:21 AM
Attachments: [REDACTED]

[REDACTED],

You might have answered a similar CongrInt in the past. I have discussed this with [REDACTED]. [REDACTED] is looking for something short addressing each of the allegations. Please take for action.

V/R

[REDACTED]
Director Installations, Environment & Logistics
MCB Hawaii

-----Original Message-----

From: [REDACTED]
Sent: Monday, November 29, 2010 7:52
To: [REDACTED]
Subject: FW: Emailing: CONGRINT ICO [REDACTED]

[REDACTED],

We are going to have to have IE&L tell us what they have done in the past and the plans for the future in regards to BEQ remolding, mold, and overcrowding.

Can I get an answer by COB Friday.

Let's talk about this when you have time.

s/f,

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Sunday, November 28, 2010 16:45
To: [REDACTED]
Subject: FW: Emailing: CONGRINT ICO [REDACTED]

[REDACTED],

Hawaii housing matters are under the cognizance of Marine Corps Base Hawaii. I'm passing to the MCBH CIG for appropriate action. POC is [REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Thursday, November 25, 2010 2:47
To: [REDACTED]
Cc: [REDACTED]
Subject: Emailing: CONGRINT ICO [REDACTED]

ALCON,

Please review and take appropriate action.

R/

[REDACTED]

Congressional Liaison Representative
HQMC (OLAC)

[REDACTED]

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OFFICE OF LEGISLATIVE AFFAIRS (OLAC), HQMC
TELEPHONE (DSN prefix 222, COMM 703-692-7688): **Mr. H.D. Lerner**
PHONE report or due date extension:
(DSN prefix 224) COMM 703-614-5680/5772/8454
FAX (24 hours daily): 4172, 4768
FAX VERIFICATION #'s: 1738, 5663
E-MAIL ADDRESS: herman.lerner@usmc.mil or john.phillips3@usmc.mil

5730

OLAC-5D

24 Aug 10; re-sent and 24 Nov 10

MEMORANDUM

From: CMC (OLAC), HQMC, Washington, DC
To: CG, III MEF [for CO MCB HI KANEHOE BAY]

Subj: CONGRESSIONAL CORRESPONDENCE RE: CONG. [REDACTED],
MOLD AND OVERCROWDING IN THE BARRACKS

Encl: (1) Copy of Congresswoman [REDACTED] Inq of 30 Jul 10

1. Information to respond to enclosure (1) is requested. **Please acknowledge receipt of this memo to Mr. H.D. Lerner at 703-692-7688 or E-mail herman.lerner@usmc.mil.**

2. The final Marine Corps reply to enclosure (1) will be signed by Head, OLAC.

3. Time your report to arrive at OLAC by **6 Dec 10.**
EXTENSIONS WILL NOT NORMALLY BE GRANTED. TO EXPEDITE THIS CASE, A SIGNED COPY OF YOUR RESPONSE MAY BE SENT AS AN E-MAIL ATTACHMENT.

4. Comment on enclosure (1) as deemed appropriate. In particular, please address the following items:

a. A Marine who has been stationed in Kanehoe Bay, HI, for 4 years states there has been black mold in the barracks causing documented health problems with some Marines. Additionally, there is overcrowding. E-5's are supposed to have their own rooms, but several are living with roommates. E-4's are supposed to have one roommate, but many have two roommates. Further, the barracks was refurbished only by having a fresh coat of paint applied to areas affected by black mold. Please comment on these matters.

b. Provide any other information that may assist in responding to enclosure (1).

[REDACTED]
Congressional Liaison
Representative

[REDACTED]

From: [REDACTED]
Sent: Friday, July 30, 2010 3:14 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: RE: Issue regarding mold in barracks at Marine base, Kaneohe Bay, Hawaii
Signed By: [REDACTED]

Gunny:

[REDACTED] one of Team Leaders usually work the cases concerning mold/barracks conditions. We will take the inquiry for action and respond directly to the member's office.

[REDACTED]

-----Original Message-----

From: [REDACTED]
Sent: Friday, July 30, 2010 3:09 PM
To: [REDACTED]
Cc: (b) (6), (b) (7)(C)

Subject: FW: Issue regarding mold in barracks at Marine base, Kaneohe Bay, Hawaii

Ladies and Gentlemen,

I received this e-mail from Rep [REDACTED] office concerning mold in the barracks. The Member's office did not want to give the Marines name, but was very concerned with this issue. I thought this was important because the Member is on the Armed Services Committee.

(b) (6), (b) (7)(C)

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Friday, July 30, 2010 15:02
To: (b) (6), (b) (7)(C)
Subject: Issue regarding mold in barracks at Marine base, Kaneohe Bay, Hawaii

AUG 02 2010

Hello (b) (6), (b) (7)(C)

We talked this morning about this issue regarding my boss's constituent. His complaint is below:

I am currently stationed in Kaneohe Bay, Hawaii. I am writing this letter to make someone aware of the housing situation for single Marines aboard this base. The barracks we are assigned to are, in my belief, a health hazard. For the past 4 years that I have lived there we have had an ongoing problem with black mold. We have had documented health problems with some Marines. Not only is the barracks a health hazard it is overcrowded. According to Marine Corps regulations E-5 enlisted are supposed to have their own rooms and several E-5s are living with roommates. E-4's are supposed to have one roommates and many have 2 roommates. The living situation is against regulations and no one will do anything about it. To fix the health situation the barracks was 'Refurbished' while I was deployed to Afghanistan. All that happened was a fresh coat of paint was applied to the areas affected by black mold.

There are two issues - the presence of mold in the barracks, and the overcrowding. The

first is clearly more important because of the potential health impact. Black mold is dangerous.

Could you please look into this on behalf of Congresswoman (b) (6), (b) (7)(C) constituent?

Thanks!

Best,

(b) (6), (b) (7)
(C)

(b) (6), (b) (7)

Senior Military Advisor
Office of Congresswoman
Washington DC 20515 Tel.

(b) (6), (b) (7)(C)

From: (b) (6), (b) (7)(C)
To: (b) (6), (b) (7)(C)
Subject: FW: Mold issue - 1507 Opelu, Waikulu
Date: Friday, November 12, 2010 10:57:42 AM

(b) (6), (b) (7)(C)

FYSA. Another mold incident. This one in Waikulu. Spouse was gone for several months and came back to the problem. Resident is (b) (6), (b) (7)(C), 3/3. They have 1 child (new baby).

v/r

Joe

-----Original Message-----

From: (b) (6), (b) (7)(C)
Sent: Friday, November 12, 2010 8:56
To: (b) (6), (b) (7)(C)
Subject: Mold issue - 1507 Opelu, Waikulu

(b) (6), (b) (7)(C), as discussed this morning:

We have another newly constructed home with a major mold problem. Resident (b) (6), (b) (7)(C) has a newborn infant and is temporarily staying with friends until her property can be cleaned and an alternate home provided. We have identified a home to which we can relocate her but it will not be ready for occupancy until 11/18/2010.

This home is located at 1507 Opelu in the Waikulu neighborhood and is of the same floor plan as the one at 2090 S. Lawrence that you and Sandy are both familiar with. The AC system in this home, however, is not equip to condition the attic space as the home at 2090 S. Lawrence. Our staff reports that the home feels humid like the S. Lawrence home. We have installed humidity meters and should have the results on Monday, 11/15/2010.

The resident moved into this home on 1/5/2010 as its first occupant. Subsequently, the service member husband deployed (Marine, E3). The spouse temporarily vacated her home on 7/30/2010 and returned to the Mainland, presumably to give birth. While she was away, she authorized a neighbor to periodically check the home. The neighbor did check the home from time-to-time but admits that she did not go into the bedroom areas. The neighbor states that she had noticed "something that looks like dust" starting to accumulate recently. Mrs. Baker returned to her residence this past weekend and reported mold throughout her home.

Our supervisor responded on Monday, 11/8/2010 and found visible mold on nearly all personal property. He determined that the AC was set at 71 degrees. It was in the "on" position so he set it to "auto." Our CM team has asked us to coordinate an appointment with the resident at her home this morning at 11am. We will have a representative present as well. Please let me know if you have any additional questions at this time. Thanks,

(b) (6), (b) (7)(C)

General Manager, MCB Hawaii

Forest City Residential Management, Inc.

Mailing address: Box 63041, Kaneohe Bay, HI 96863-3041

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(b) (6), (b) (7)(C)



**STATE OF HAWAII
DEPARTMENT OF HEALTH**

How to Clean Mold from Your House

1. Introduction to Molds

Molds can be found everywhere in our environment, both indoors and outdoors. The general rule of thumb is "any indoor mold is unwanted mold." Mold grows in indoor environments by landing on damp spots and growing and digesting whatever food source is available. Molds can grow on virtually any organic source such as wood, paper, carpet and foods mainly in areas where there is high moisture or water activity. The key to mold control is moisture control.

2. Basic Mold Cleanup

It is important to dry water damaged areas and items as quickly as possible. Many molds can start growing within 24-48 hours after a water incursion episode. If mold has become a problem, get rid of the excess water and moisture and fix any structural or plumbing leaks or any other sources of water. Mold can be washed off of hard surfaces with detergent and water. Absorbent materials (i.e. drywall, ceiling tiles, and carpets) that have become moldy may need to be replaced.

3. Things to Know About Mold

- Potential health effects and symptoms associated with mold exposure include allergic reactions, asthma and other respiratory complaints.
- There is no practical way to eliminate all mold and mold spores in the indoor environment; the way to control mold growth is to control moisture.
- If mold is a problem in your home, you must eliminate moisture sources and clean up the mold. Fix the source of the water problem or leak as soon as possible.
- After removing excess or standing water, mold can be washed off of hard surfaces with detergent and water. Absorbent materials or materials contaminated by dirty water (i.e. flood waters or raw sewage) that have become contaminated may need to be replaced.

- Reduce indoor humidity (below 60% RH) to inhibit microbial growth. Vent bathrooms, dryers and other moisture-generating sources to the exterior. Increasing air circulation with ceiling or wall fans may also aid in drying interior spaces. Air conditioners and dehumidifiers may also be used to control high humidity levels.
- Prevent condensation: Reduce the potential for condensation on cold surfaces by adding insulation.
- In areas where flooding occurs or where there is a perpetual moisture problem, do not install carpeting.

4. Floods and Flooding

Mold growth may become a problem after flooding. Standing water and excess moisture may provide ideal breeding conditions for microorganisms. For these reasons, and to lessen the possibility of structural damage, all standing water should be removed as quickly as possible and the areas dried out with fans or dehumidifiers. The U.S. EPA has a fact sheet entitled "Flood Cleanup: Avoiding Indoor Air Quality Problems" which discusses steps that should be taken when cleaning and repairing a home after flooding. The fact sheet can be viewed at the website listed below or a hard copy can be obtained through the State Department of Health.

Remove Wet Materials

It can be difficult to throw away items in a home, particularly those with sentimental value. However, keeping certain items that were damaged by water may be unhealthy. Some materials tend to absorb and keep water more than others. In general, porous and absorbent materials that are wet and cannot be thoroughly cleaned and dried within 24-48 hours should be discarded, as they can become a source of microbial growth.

5. Mold and Air Conditioning Systems

Mechanical ventilation systems can provide a breeding ground for mold if they are not maintained or working properly. Air conditioning units and associated components (cooling coils, drain pans, filters, ductwork, etc.) should be inspected on a routine basis to see if any repairs or cleaning is necessary. Many areas may be inaccessible, so ask your service provider to check for any possible mold contamination or problems. In general, you should consider having the unit and ducts cleaned if there is substantial visible mold growth inside hard surface ducts or on other components. In addition, fiberboard, fibrous insulation, and disposable filters cannot be effectively cleaned and should be removed and replaced if they have contacted water.

For information on mold prevention and cleanup, visit www.epa.gov/iaq/molds or call the Dept. of Health's Indoor & Radiological Health Branch at (808) 586-5800.

THLL-1843617-1A05



NOTICE















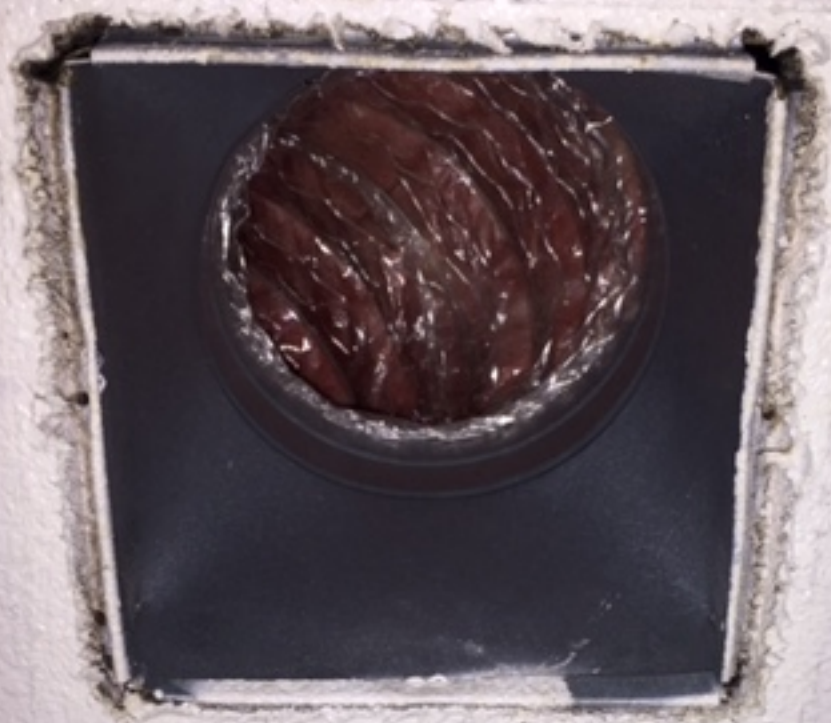


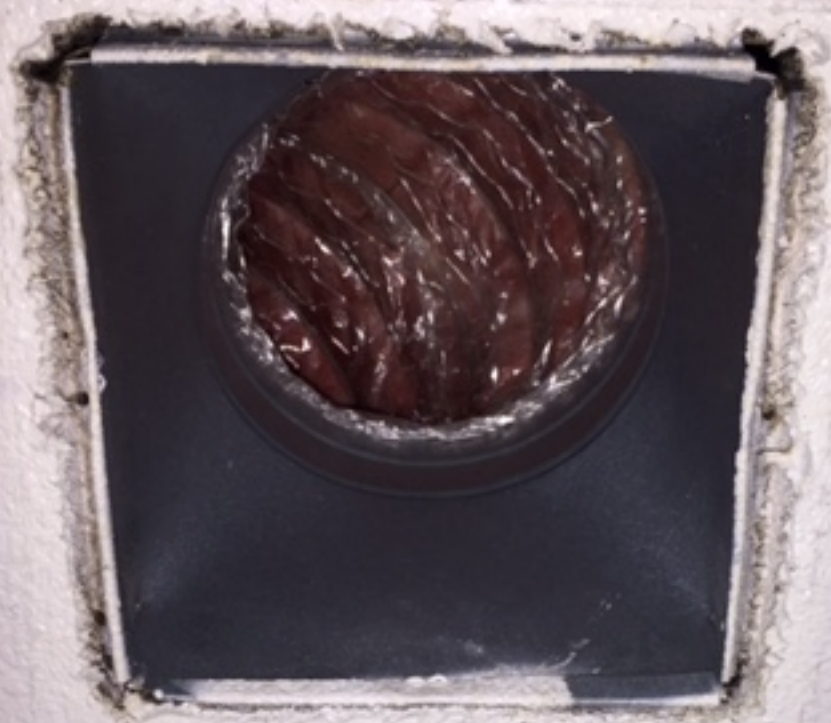


















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